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# IP Office

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# Phone System Features



آدرس : تهران – خیابان سید جمال الدین اسد آبادی – خیابان هفتم – شماره ۱۴
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# IP Office Absent Text

Absent text messaging is a feature of IP Office that allows a user to set an absent statement that will be displayed on the internal caller's terminal, as well as on Phone Manager and the softconsole. The IP Office system absent text has 10 pre-configured messages as well as the ability to customize text.

Phone Manager supports the use of absent messages where the user can specify one of a series of messages, then enter a text string to personalize these messages. For example: 'On Holiday until 12th August'. This functionality provides a user with a quick method of providing information to other internal callers, who can then better judge whether or not to leave a message or to contact a colleague instead. Note - the use of commas in absent text messages should be avoided.

## Setting your Absent Text

The information you select is displayed when an internal call is made to your extension. To use absent text on Phone Manager, complete the following steps

1. Click Actions > Absent.
2. Select an Absent Message.
3. Enter the Absent text.
4. Click OK.

When a user has an absence text message set, call processing is not affected to the user and they still have the choice of using features like Do Not Disturb or Forward on No Answer as appropriate. Phones that support the interactive setting of Absence Text will also display it on the users own phone for the benefit of people who come to their desk. There are 10 predefined strings for Absence Text: None (no text message), "Don't disturb until", "On vacation until", "With visitors until", "Will be back", "With cust. til", "At lunch until", "Back soon", "Meeting until", "Back tomorrow", "Please call" & Custom.

# IP Office Account Codes

IP Office Account Codes allow IP Office phone systems to track calls. For example, a solicitor' office may wish to record the amount of time spent on calls to a client. Each client is given an Account Code and that code is used when making a call. This Account Code is then recorded with the call information in the call logger.

Incoming calls from the client can be assigned Account Codes automatically using the CLI/ANI, via Phone Manager or a digital/IP display terminal. To ensure that every call to this client is recorded a user can be forced to use an account code when making an external call. In our most popular model, the IP500 phone system, account codes can be either forced or voluntary but must be pre-registered within the IP Office system.



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This is useful for accountants and other businesses that require client-based billing and allows you to pull off itemised lists of the time spent dealing with a client or client-related issues.

IP Office stores a list of valid account code numbers. When making a call or during the call, the user can enter the account code they want associated with that call. IP Office will check the account code against its list of valid codes and request the user to re-enter the code if it is not valid. For incoming calls, the Caller ID can be used to match it with an account code from the IP Office's list of valid codes and report the account code with the call for billing.

Individual users can be set to Forced Account Code operation where they are required to enter a valid account code before making external calls. By using IP Office Short Codes it is possible to identify certain numbers or call types as requiring a valid account code before permitting the call to proceed, for example long distance or international numbers. Analog phone users can only enter account codes before making a call or in response to an audible system prompt to enter a code when making the call. Account codes can also be entered through the one-X Portal for IP Office and Phone Manager. A system wide setting determines whether Phone Manager will display a list of account codes from which the user can select the code required or will hide the account code list. In all the cases above, the account code entered is included with the call details in the IP Office's call record output. (SMDR).

# IP Office Advanced Edition

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Many solutions, applications and features on IP Office systems are licensed and only operate when a valid license is detected. This includes features within IP Office applications running on PCs connected to the IP Office system. Editions are really just license bundles which encompass various related softwares. Licenses are 32 character strings derived from a unique serial number for the IP Office system which will be using the license. The unique serial number is taken from the Feature Key device fitted to the IP Office system. In particular, the IP Office Advanced Edition license enables:

- IP Office Customer Call Reporting (CCR) including 1 supervisor.
- ContactStore Call Recording Library
- Interactive Voice Response (IVR) with external databases
- Visual Basic Scripting
- 8 ports of Text-to-Speech (TTS) to allow database queries using IVR to be read over the phone.
- The Advanced Edition needs a valid Preferred Edition license as a pre-requisite to run.

# IP Office Alternate Route Selection

IP Office supports Alternate Route Selection, which is more flexible and easier to configure than Least Cost Routing (LCR). If a primary trunk is unavailable, then ARS provides automatic fallback to an available trunk (e.g., analog trunk fallback if a T1 or SIP trunk fails, or use PSTN for SCN fallback).



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By configuring ARS, calls may be routed via the optimum carrier. Time profiles can also be used to allow customers to take advantage of cheaper rates or better quality at specific times of day.

Multiple carriers are supported. For example, local calls are to go through one carrier between specific hours and international calls through an alternative carrier. Carrier selection using 2-stage call set up via in-band DTMF is possible. It is possible to assign specific routes on a per user basis, e.g. only allow expensive routes to be used by critical staff. Note: Existing LCR configurations are automatically converted to ARS when upgrading to 4.0

# IP Office Appearance Buttons

IP Office Appearance Buttons allow users to use the programmable buttons available on Avaya digital and IP telephones to represent individual calls, leading to the ability to answer, originate and join calls by pressing the appropriate appearance buttons. The benefits include the indication of calls connected and calls waiting and handling of multiple calls from a single phone.

Many Avaya digital and IP telephones supported by IP Office have programmable buttons. These buttons can be assigned to appearance functions that allow the handling of calls. These functions are:

- Line Appearance Buttons - Used to indicate make and answer calls on a specific external trunk.
- Call Appearance Buttons - Used to handle multiple incoming and outgoing calls from a user's extension.
- Bridged Appearance Buttons - Used to match the call appearance buttons on a colleagues extension.
- Call Coverage Buttons - Used to indicate unanswered calls ringing at a colleagues extension.

# IP Office Automatic Callback

Depending on the type of phone a user has, call back when free is accessed by dialing a short code while listening to internal busy tone, selecting an option from an interactive menu or pressing a programmed DSS/BLF key. Callback when free can also be activated from Phone Manager. You can also set a callback when free or a callback when next used using a short code without attempting a call. In use, it allows IP Office users to carry on with other work and let the system initiate a call for you when the extension becomes available.

When calling an extension that is busy, set the system to call you when the extension becomes free. This feature is also called "Ringback When Free". When calling an extension that just rings, set the system to call you when the extension is next used. This feature is also called "Ringback When Next Used".

Note that a user can only have one automatic callback set at any one time.



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# IP Office Authorisation Codes

IP Office Authorisation Codes allow an IP Office user to go to another extension on the system and make calls using their personal toll restrictions; this may grant the user greater or fewer privileges than the normal owner of the extension they use. Since IP Office Authorisation Codes are independent of IP Office Account Codes, the user has to enter both if the required by the system configuration. All entered codes are logged in SMDR.

# IP Office Auto Attendant

IP Office VoiceMail Pro, the business voicemail software included within AVAYeRASA phone system bundles, includes an inbuilt auto-attendant amongst its many features. Nestled within VoiceMail Pro is a multi-level configuration tool (the VoiceMail Pro client) which allows network managers and system administrators to construct an interactive menu system, based upon DTMF telephone key entry. You can choose to program this yourself but normally you'd leave something like this up to a company like us to program for you (included for free in bundles). The auto attendant system is built and configured to suit your business needs, be that on its own or as a back-up for the regular operator when call volumes are high. IP Office VoiceMail Pro offers the caller the ability to dial the name of a person via the phone keypad (like "Text" messaging on mobile cell telephones). In response the Auto-Attendant offers the caller a best match name or if there is more than one, a selection list is offered and the caller can select which one they want to call.

As an example, the AVAYeRASA team using IP Office VoiceMail Pro will build you an Auto-Attendant that prompts callers to "enter 1 for sales, 2 for support, 3 for admin, or 0 for the operator" allowing them to be transferred to the appropriate department without operator intervention. Alternatively, a list of personnel and their extension numbers could be listed, allowing the caller to directly access the person they want. For larger companies it could be department name listed first, followed by the list of employee extensions within the department.

The latter two examples are ideal where company telephone operation has changed from a central operator to direct dialing (DDI/DID), allowing callers to "learn" the required extension number from the prompting of VoiceMail Pro, and then in future dial the extension number, or other pre-defined variables, directly. Auto- Attendant operation is also ideal where multiple languages are required, for example "Dial 1 for English, 2 for German, 3 for French, ...".

Whatever your needs, we will help you get the most out of your auto attendant service and make sure it suits your business:

- Transfer to voicemail
- Professional voice & scripting available
- Call Routing
- Call Whisper
- Queue manager
- Call Divert
- Automated booking services
- Store locator - ie divert callers to their nearest branch
- Data capture - ie customers placing orders and brochure requests



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## Embedded Voicemail Auto Attendant

An Auto attendant is also included inside embedded voicemail:

- Voicemail breakout/personal auto-attendant: Up to 3 breakout numbers can be set up. When callers are directed to your mailbox, they can either leave a message or choose to be transferred to one of three numbers (e.g. Operator, mobile/cell phone, colleague, etc).
- Configurable system-wide short code for voicemail access (e.g. *17)
- 40 configurable Auto Attendants with 3 time profile base greetings per Auto Attendant
- Up to 12 menu items per Auto Attendant with automatic time-out to fallback number.

# Avaya 3500

A cost effective, feature rich solution, the Avaya Ethernet Routing Switch (ERS) 3500 series is a family of standalone or stackable 10/100BASE-TX and 10/100/1000BASE-T Ethernet switching products perfectly suited to small remote branch offices of enterprises.

Ideal for enterprises moving to a converged network now or in the future, the Ethernet Routing Switch 3500 offers the resiliency, performance and simplified operational features you need, while helping keep on-going total cost of ownership low.

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## Avaya 3500 Specifications

The Avaya 3500 Ethernet Routing Switch (ERS) has not been released yet and details are, for the time being, confidential. As soom as it is released we will update this page. However, the Avaya 3500 Ethernet Routing Switch (ERS) will deliver:

1. Cost effective Fast Ethernet and Gigabit Ethernet connectivity for small offices and SMEs
2. Various fanless options for quiet operation in retail, classrooms, boardrooms, hotels etc.
3. Best in class stackable chassis enabling true pay as you grow scaling, in-service maintenance and restoration and centralized management.
4. Convergence friendly features including plug and play capabilities for IP phones, automatic QoS provisioning and industry standard Power over Ethernet and Power over Ethernet+ capabilities.
5. Lower Total Cost of Ownership through simple stacking operations, an energy efficient design and lifetime warranty capabilities.
6. Cost-effective, standards-based, unified access control - through integration with Avaya Identity Engines.

# Avaya 3510 Switch

The Avaya 3510 Ethernet switch is perfectly suited to small remote branch offices of enterprises.



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Ideal for enterprises moving to a converged network now or in the future, the Avaya 3510 offers the resiliency, performance and simplified operational features you need, while helping keep on-going total cost of ownership low.

## Avaya 3510 Specifications

The Avaya 3510 Ethernet Routing Switch (ERS) comes in two variants and offers the following. Avaya 3510GT:

1. 8 x 10/100/1000 ports
2. 2 x SFP ports
3. Standalone
4. Fanless

Avaya 3510GT-PWR+

1. 8 x 10/100/1000 IEEE 802.3af/at PoE+ ports
2. 2 SFP ports, standalone.
3. Fanless low power mode (60W PoE budget)
4. Fan operation in high power mode (170W PoE Budget)

# IP Office Basic Edition

IP Office Basic Edition was introduced as part of IP Office R8, and represents the most basic level of telephony without IP or applications. IP Office Basic Edition runs on what was formerly known as 'quick mode', and can cater for up to 100 users on analog or digital. IP Office Basic Edition enables:

- IP Office Web Manager
- 2 Port Voicemail

IP Office Basic Edition is targeted at sub 20 customers, and upgrading to IP Office Essential Edition from Basic Edition now requires a new license. IP Office Basic Edition is IP Office Essential Edition without Mobile Twinning (although Call Forward to the mobile device continues to be supported in Basic Edition) but with a new deployment tool, "Avaya IP Office Web Manager" (web browser system management).

- Server-free operations - voicemail embedded in unit, eliminating the need for external servers.
- Set it and forget it - system requires virtually no "hands-on" support.
- Out of the box operations - automatically starts up in a basic phone system mode. No programming required.
- Easy system management - system can be programmed using Telephone User Interface (TUI) commands or the Simplified Manager GUI software for more detailed administration.
- Remote Administration - allows the system to be remotely administered via the built-in dial-up modem; or via a LAN / WAN connection



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- Investment protection - users can start with the Quick Mode of operation, and switch to Essential Edition Standard Mode later without replacing hardware or licenses.

# IP Office Blackberry Client

One of the most used mobile business devices is the RIM Blackberry. To use a Blackberry with similar functions like the Avaya one-X Mobile application, There is an IP Office compatible Blackberry client which allows selected Blackberry devices to use the IP Office mobility functions.

## IP Office Blackberry Call Control

The IP Office Blackberry client can manage all inbound and outbound calls and has its own LCR. The IP Office Blackberry client places outbound calls by using the best circuit possible:

- Call-through local PBX with DISA by using DTMF technology
- Direct call from SIM, as a standard mobile device
- White/Black Lists configurable
- Emergency numbers

The IP Office Blackberry client can control all inbound calls and forward conditional and unconditional incoming calls.

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## IP Office Blackberry Client Call Features

The IP Office Blackberry Client intercepts all calls allows to place calls from any application like original pad of the mobile, e-mail, SMS, Google maps,... and provides service messages when needed. A hidden mode works in combination with Intercept all calls. In this case, the IP Office Blackberry client is completely hidden in call-through mode and works in background, transparency mode. Service messages are not provided anymore. With Call-back mode and is shown only while call is ringing to provide service messages. 'Replace Phone' on the IP Office Blackberry Client allows you to make the usage of IP Office Blackberry client mandatory. Allows your company to control mobile phones like they were desk phones. Very useful to replace DECTs. Emergency numbers are automatically called directly via SIM, and LCR (Least Cost Routing) allows users to route calls automatically through IP Office Blackberry client or directly through SIM card. It is based on corporate decisions or set just to send calls via the cheapest circuit. The IP Office Blackberry client has the most used features:

- Call-through, Direct SIM Call based on LCR settings
- Conference
- DND
- Forward on/off
- Forward on busy or no answer
- Direct Voicemail
- Redial last number
- Personal features (max. 10), editable labels
- Call Logs



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# IP Office Bridged Appearance

IP Office Bridged Appearance allows the user to have an appearance button that matches another user's call appearance button. An example of use: boss / secretary working, so the secretary can screen the boss' calls.

A bridged appearance button matches the activity on one of another user's call appearance button. For example, when the call appearance shows a ringing call, the bridged appearance button will also show the ringing call and can be used to answer that call.

Similarly, if the bridged appearance button is used to make a call, the call activity is shown on the matching call appearance button. The call appearance button user can join or takeover the call using their call appearance button.

Bridged appearance buttons allow paired 'manager/secretary' style operation between two users, and are only supported for users who have call appearance buttons.

# IP Office Busy Lamp

IP Office Busy Lamps are status indicators which show the status of a programmable buttons associated feature or function. Avaya digital and IP telephones have programmable buttons which can be assigned to various features. When those buttons include some form of BLF indicator, the button can also be used to indicate when the feature is active. For example, a button associated with another user will indicate when that user is active on a call. A button associated with a group will indicate when the group has calls waiting to be answered. The directory entries in Avaya one-X Portal for IP Office and the speed dial icons within the IP Office Phone Manager and SoftConsole applications also act as BLF's. When the icons are associated with internal users, the icons will change to indicate the current status of the users.

# IP Office C110 Unified Communications Module

With the Avaya IP Office C110 Unified Communications module (C110 UC Module for short), Avaya provides a single touch point for sourcing, maintenance and support of application deployment.

The C110 UC Module is an integrated CPU running Linux, thus avoiding the need for server licenses (Microsoft) and any requirement to keep an external server updated outside of the telephony software and hardware. Bottom line, it means no need to buy a seperate box for voicemail pro.

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C110 UC Module

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- Availability: end Q1 2012
- Price: not yet decided
- Removes need to buy a seperate box
- Greener - C110 UC Module consumes less power than external server
- Up to 5% lower TCO over 5 years than server-based installations

Additional benefits include flexibility with application deployment such as Preferred Edition/ Preferred Edition and the ability to expand ports, user licenses for user productivity packages.

In IP Office R8.0, the C110 UC Module will come preloaded with all Preferred Edition server software images including Preferred Edition, one-X portal software image and IM/Mobility (same as the Linux Applications DVD).

The C110 UC Module will include an implicit Preferred Edition license so all server software will be available depending on the User package purchased, e.g., Power User, Teleworker etc. The Preferred Edition license will come 'bundled' with the module.

Note: The C110 UC Module was not GA on November 30, 2011, but Avaya is committed to delivering the new module compatible with the 8.0 release in early 2012. The C110 UC Module integrates with existing IP500v2 System Server chassis:

- One module per chassis
- Single IP address for System and module
- SW loaded on C110 UC Module on SD card or via Ethernet from support.avaya.com
- User Packages and Mobility will require user package licenses. Number of User Packages supported will be verified prior to commercial availability
- Preferred Edition will be offered with the module in a bundled offer, with 4 voicemail ports by default
- User licenses will be supported (unbundled)
- TTS, MAPI Email and UMS Exchange Integration are supported

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# IP Office Caller ID

Where supplied by the service provider, the IP Office can receive and use the callers Caller ID. The Caller ID is passed through to the answering phone or application and is included in any call log or history supported by the phone or application. If the Caller ID matches a number in the IP Office's Directory, the matching directory name is shown instead of the number. Where IP Office Phone Manager, or the TAPI service is used to link to database software on the users PC, it is possible to have an automatic query performed on the supplied Caller ID and have the caller's record in front of the user before the call is answered.

For outgoing calls the IP Office can insert a system wide Caller ID or set a flag to have Caller ID withheld. For users with a direct dial number routed to their extension, that direct dial number is also used as their Caller ID for outgoing calls. Alternatively short codes can be used to specify the Caller ID that should be sent with outgoing calls. Note that the sending and receiving of Caller ID is subject to the service provider supporting that service. The service provider may also restrict which numbers can be used for outgoing Caller ID.



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# IP Office Call Appearance

IP Office Call appearances allow a single user to make, answer and switch between multiple calls by pressing the appropriate call appearance button for each call. During busy times, you may find that you have more than one call coming into you. With call appearance you're able to see all the numbers calling you and select the one who you feel is the most important. Ie your best client!

IP Office call appearance uses a programmable button on the Avaya digital and IP telephone to represent an incoming or outgoing call. Separate buttons are used to represent each simultaneous call that the user can make or answer. Where possible, the status of the calls (ringing, connected or held) is indicated by the button indicator.

On Avaya IP Office digital and IP telephones that have programmable buttons, those buttons can be set as call appearance buttons through the IP Office Manager. The number of call appearance buttons set for a user determines the number of simultaneous calls they can make and answer. It is only when all call appearances are in use that subsequent callers receive either busy tone, voicemail or follow a forward on busy action. When call appearance buttons are used, a minimum of three call appearance buttons is recommended where possible, although some phones are restricted to two call appearance buttons by the number or design of their programmable buttons.

# IP Office Call Barring

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IP Office makes it possible to prevent or allow calls to certain numbers such as international numbers or premium rate numbers for individual users or on a system wide basis.

IP Office supports call barring at many levels. Short codes can be used at the system or individual user level to block the external routing of specific numbers or types of numbers. Typically the barring short codes are set to return busy tone, however they could route the call to an alternate number or to a Voicemail service that returns a 'barred dialing message'.

For users, the short codes can be allocated to a User Rights template. This template is then applied to the Users whose calls need restriction. In addition to barring the dialling of certain numbers, IP Office can be set to bar the forwarding of calls to external numbers on a per user basis.

For example, if employees spend a lot of company money dialing 118118 enquiries, call barring can be set up to prevent these calls or even to release a message inviting staff to look up the number online.

# IP Office Call Coverage

IP Office allows unanswered calls to alert at other user extensions and be answered there before being forwarded or going to voicemail. This provides users the opportunity to answer colleague's unanswered calls before they go to voicemail.



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When a user has an unanswered call ringing, after a configurable delay, the call will also start alerting on any call coverage buttons associated with the user on other extensions. The call can then be answered by pressing the call coverage button. If still unanswered the call is forward or goes to voicemail as normal. The time a call rings before also alerting on any associated call coverage buttons can be adjusted for each user.

# IP Office Call Forwarding

This is the ability to forward a user's calls to another extension or external number such as a Mobile/Cell Phone. Calls can be forwarded in a number of ways and if the call is not answered at the forward destination it will go to IP Office voicemail if enabled for the user and call supervision is available. There are three separate forward destinations, one for forwarding on busy one for no answer and one for forward unconditional. Once the numbers have been entered, the user can toggle the forwarding to be active or not as required without having to re-enter the numbers.

If the user is a member of a hunt group, some types of hunt group calls can also follow forward unconditional. Users can select if forwarding is applied to external calls only, or all calls. Call forwarding is processed after Do Not Disturb and Follow-Me conditions are tested.

# IP Office Call Handling

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IP Office provides a comprehensive call handling feature set to enable a fast and efficient response to a telephone call. Features such as Caller ID display and call tagging allow employees to see who is calling and who they are calling before they pick the call up. Client information can even be 'popped-up' on the user's PC.

For those who are not tied to a desk, Wireless handsets and twinning offer mobility around the office. For those out of the office, be it on the road or working from home, comprehensive and easy to use call forwarding facilities, PC Softphone and a remote access service allow them to remain in telephone contact and access centralized resources at all times.

Incoming calls can be efficiently handled using either Direct Dialling (DDI/DID) or dedicated operators. For out of hours calls or times when you just can't take calls, IP Office provides voicemail and optional Auto-Attendant services.

IP Office offers several features to provide versatile inbound call processing, including PC based applications, and a standards-based TAPI interface for 3rd party applications.

In larger businesses or businesses with greater reliance on the telephone for internal and external communications some of the more advanced features will improve efficiency and customer service. Features like Pick-Up which permit users to take a call for a colleague who is temporarily away from their desk, of Absence Text which can quickly give information to internal callers about a person's availability.

# IP Office Call History



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Call history gives users access to a list of called, received and missed calls from the phone and/or IP Office applications. IP Office keeps a record of calls made and received, including unanswered calls. Details are store for both users (maximum 30 entries) and hunt groups (maximum 10 entries). The method of operation varies according to the phone type but in all cases the call records can be used for return calls.

With IP Office Release 6, a centralized call log is supported by 1400, 1600 and 9600 Series phones (not 1403 or 1603/1603SW) and one-X Portal for IP Office (leading to consistency between the two). 5400 Series and 5600 Series call logs are stored on the phone. One-X Portal for IP Office accesses the centralized call log and therefore presents a record of all calls even if the user's PC is switched off when a call is received. Call log entries can be added to the personal directory.

IP Office Phone Manager maintains a call history record of the user's last 100 calls. The application must be running to record call history. Phone Manager Lite can display call history for all calls and missed calls only. Phone Manager Pro can display call histories for all calls, missed calls, inbound calls and outbound calls. Entries in the call history can be used for return calls, sorted and added to the Phone Managers local directory or speed dials.

- Missed calls are easily tracked and can be returned.
- Call log data is retained even after power down and a system reset (1400, 1600, 9600, T3 and one-X Portal for IP Office).
- Centralized call log is supported in the SCN when using hotdesking (1400, 1600, 9600, T3 and one-X Portal for IP Office).
- Consistency between desktop phones and user productivity application (1400, 1600, 9600, T3 and one-X Portal for IP Office).

# IP Office Call Hold

An IP Office call may be placed on hold with optional Hold music. A held call cannot be forgotten as it is presented back to the extension after a timeout set by the system's administrator. The IP Office can provide music on hold (MOH) in from either an internally stored file or from an externally connected audio input.

# IP Office Call Intrude

The IP Office Call Intrude feature allows a user, if permission through IP Office Manager is given, to join an existing conversation whether this is an internal or external call. All call parties are put into a conference and can talk to and hear each other. A user with the "Can Intrude" option can join a call on any extension on the system, however, a User with "Cannot be Intruded" setting would prevent others from joining their call.

# IP Office Call Logging

For IP Office call logging, we recommend Tim Call Logging Software. The features include unlimited user configuration, graphical reports, user definable filters and live presentation of call statistics. A



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full range of selection and sort criteria are available for each report, allowing the user to tailor reports to corporate or individual needs. In essence, this makes it possible to monitor all activity and have reports delivered to you every week automatically into your inbox. As a company you will then be able to ask and answer questions such as have I got enough/too many lines, how many calls are we losing etc.

# IP Office Call Park

As an alternative to placing a call on hold, a call can be parked on the IP Office system to be picked by another user. The call park facility is available through the user's telephone, one-X Portal for IP Office, Phone Manager or SoftConsole. Calls are Parked against a "park slot number" which can be announced over a paging system so the person the call is for can go to any phone and collect the call by dialling the park slot number.

For convenience IP Office Phone Manager has 4 pre-defined park buttons. On digital phones with DSS/BLF keys it is possible to program Park keys that will indicate when there is a call in a particular park slot and allow calls to be parked or retrieved. There is a system configurable timeout that determines how long a call may remain parked before it is represented to the extension that originally parked the call.

# IP Office Call Queueing

Queuing allows calls to an IP Office hunt group to be held in a queue when all extensions in the group extension List are busy. When an extension becomes free the queued call is then presented. The definition of queued calls now includes ringing calls and calls waiting to be presented for ringing. The queue limit can be set to control the maximum number of calls to wait against a hunt group. While queuing, if Voicemail is operational, the caller will be played the announcements for this hunt group.

# IP Office Call Reclaim

IP Office Call Reclaim is the IP Office ability to recover, or reclaim, the last call that was at your phone but is now ringing or is connected elsewhere. If you just miss a call and it goes to voicemail or call coverage, you can get the call back while it is still being presented or connected through IP Office. This is a special version of the Acquire Call feature that only applies to the last call at your extension.

# IP Office Call Recording

IP Office with VoiceMail Pro, the voicemail package included on our bundles, has free, inbuilt call recording. Tamper-proof, this will record your call, save the recording to your mailbox, your group mailbox or the company voice recording library.



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This has a large number of useful business applications. For example, when a caller is going to give detailed information such as an address or phone number, ping on the recording facility and your caller will hear a warning message or tone that the call is being recorded. Also, if call recording is required for Quality Assurance, it is possible to set the IP Office system to automatically record a percentage of calls for later review.

Beginning with IP Office R4.0, any call (normal, conference, or intrusion) and any phone type (including IP) can be recorded. Where "advice of recording" needs to be played, IP Office will ignore Voicemail port licensing if an insufficient number of voicemail channels have been licensed. In terms of call recording, other 3rd packages can also be added to IP Office which provide call recording that is legally admissable in court, the requirement being that it has to be encrypted.

# IP Office Call Steal

IP Office has a feature called "call steal" (also known as Call Reclaim) that allows a user to take over a call currently connected at another extension. The benefit is that it allows users to assist a colleague who indicates they want you to take the call.

The IP Office Call Steal function can be setup as a special short code or programmed against a button on an Avaya digital or IP phone with programmable buttons. Use of the feature is subject to IP Office intrusion control settings, the user acquiring the call must be set to be able to intrude and the user whose call is being acquired must be set to can be intruded. IP Office Call Steal works in two ways, invoked with or without a number:

Without a value in the number field

- This allows an IP Office user to reclaim a call that was ringing on their phone but has now gone elsewhere, for example to Voicemail or Forward No Answer destination. The Call Steal settings are not checked and the call can be reclaimed even if it has been answered.
- If the last call to ring this User is no longer ringing or connected on the system, the feature will fail.

With a number, where the number is the telephone number of an IP Office user who currently has the call to be acquired.

- If the IP Office user has a call ringing or waiting Call Steal will act like the Call PickUp Extension short code and the user executing Call Steal will be connected to the oldest ringing/waiting call.
- If the IP Office User has a connected call with no call waiting and the Intrude settings of the two Users allow it, the call will be connected to the user executing the Acquire Call and the other user will be disconnected.
- If the IP Office User does not have a call the feature will fail.

# IP Office Call Tagging



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IP Office Call Tagging displays a text message on the user's phone, Avaya IP Office one-X Portal for IP Office or IP Office Phone Manager, when a call is presented to it. Call tagging provides additional information about the call. The IP Office Call Tagging feature is used to provide additional information about the call to the targeted user before they answer it. Call Tagging may be used when transferring a call from Avaya one-X Portal for IP Office, Phone Manager or Soft Console to give caller info if the user doing the transfer is not able to announce the call. It is possible to add a tag to a call automatically using CTI and IP Office VoiceMail Pro. This is also possible based on an Incoming Call Route. On some telephones, displaying the Tag may mean that it is not possible to display the usual call source and target information.

# IP Office Call Waiting

A User may not want people calling them to receive busy tone if they are already on another call, but have the call receive ring tone and have some kind of alert that there is a call waiting. The user can then decide to finish or hold the current call and answer the one that is waiting. The amount of information that is available about the call that is waiting depends on the type of phone the user has, or if they are using one-X Portal for IP Office or Phone Manager.

As Call waiting tone can be disruptive it is possible to turn the feature on or off and even suspend it for a single call - useful for conference calls. IP Office phone systems provide various options. The user may:

- Ignore the Call Waiting
- Disable Call Waiting for the duration of this call.
- Clear the current call and pickup the waiting call
- Place the current call on hold and pick up the waiting call.
- Suspend the current call into the specified park slot and pick up the waiting call.
- Pass the call to voicemail.
- Send all calls to voicemail

# IP Office Caller Display

Caller display uses the CLIP (Caller Line Identification Presentation) or ANI (Automatic Number Identifier) passed by the Telephone Company via the trunk line. For caller display on analog phones CLIP/ANI is converted to the analog version of the call display service. CLIP/ANI is also used by PC programs such as IP Office Phone Manager and the PC TAPI interface. Thus IP Office users can see the telephone number of the person calling. Extensions can be configured to enable or disable Caller Display. With caller display, the directory feature is used to assign names to recognized numbers.

# IP Office Campaign Manager

As part of the IP Office Preferred Edition and VoiceMail Pro, IP Office Campaign Manager enables the gathering of repetitive information from inbound calls (such as brochure requests) to be fully automated, leaving agents free to deal with other more complex calls which require human interaction. A definable sequence of recordings are played to the caller with time in between each



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recording to allow the capture of the caller's spoken answers and/or the caller's key presses via DTMF. At the end of the transaction the caller can be thanked and the completed transaction retrieved by an agent via a web interface or a short code.

IP Office Campaign Manager allows calls in queue to break out of the queue, or be directed in an overflow situation to complete their transactions thereby increasing customer satisfaction by affecting an answer to their call. This ensures that a minimum of customers give up when forced to wait in a queue or even worse, hear a recorded message stating that they are calling outside of office hours.

In a busy service desk environment, when agents are busy, an overflow to IP Office Campaign Manager relieves congestion and pressure on agent groups. An agent can collect the completed transaction via a web browser or via a short code representing the park slot number of a particular campaign. This number can be pre-programmed under a DSS key and used by agents to access the campaign. If the DSS key incorporates a BLF lamp, that lamp is lit when new campaign messages have been left. Agents then transcribe the caller's answers into a database or other records.

# IP Office for the Campus, Warehouse & Factory

IP Office offers various solutions for users working at a campus, warehouse and factory who have a need to be accessible all over site.

## IP Office Wireless

IP Office Wireless Solutions include DECT and Wi-Fi based wireless IP telephones. These are solutions that keep communication costs firmly under control and integrate seamlessly with IP Office. Wireless has various obvious benefits:

- The wireless telephone is carried in the pocket, so users are not tied to the desk in order to remain in contact.
- Users may be contacted instantly to speed up decision making with an immediate response to problems through planned radio coverage with no blind spots.
- Once installed the solutions do not incur additional cost like mobile telephones would do, allowing a tight budget control.

IP Office supports the following wireless solutions:

- DECT R4, the DECT based solution for IP Office. Running in a separate, reserved frequency range, this solution provides best in class voice quality and is totally interference free from other radio equipment. Details on this solution portfolio can be obtained by calling AVAYeRASA Voice & Data.
- Avaya VoIP Wi-Fi Solution, leveraging the Wi-Fi data network, allow a single infrastructure for both voice and data traffic. Leveraging an existing, voice ready Wi-Fi network allows a cost efficient deployment of a converged wireless data and voice nfrastructure using the 802.11a, b and g standard. The solution is offered worldwide in selected countries including North America, EU countries and selected others.



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### IP Office Remote

IP Office supports the following VPN remote phone solutions: VPN phone client on 4610SW, 4621SW, 5610SW, 5621SW and 9600 Series IP telephones.

### IP Office Twinning

IP Office twinning allows a primary extension and a secondary number (internal extension or external number) to operate together as a single telephone, when a call is presented to the primary phone the secondary will ring. If the primary telephone does not ring, for example in Do Not Disturb, the secondary phone will not ring.

### IP Office Internal Twinning

IP Office internal twinning is typically used in scenarios such as workshops or warehouses where team supervisors may have a desk with a fixed phone but also have a wireless extension (e.g. DECT). Other users of the system need not know that the supervisor has two different telephones. The supervisor's Coverage Timer and No Answer Time are started for the call and if the call is not answered within that time, the call will be delivered to available coverage buttons (if applicable) and then Voicemail (if applicable). The following features are supported with internal twinning:

- Follow Me To
- Follow Me Here
- Forwarding
- Do Not Disturb (inc exceptions)
- Context less hunt group actions: Membership / Service Status / Fallback Group configuration
- Voicemail On / Off / Access
- Call Log (Central Call Log for T3 and 1400/1600/9600 telephones only)
- Redial (Central Call Log for T3 and 1400/1600/9600 telephones only)
- Personal Directory Entries (for T3 and 1400/1600/9600 telephones only)

# IP Office CCR (Customer Call Reporter)

IP Office Customer Call Reporter is a server based contact centre product designed explicitly for small businesses. Drawing upon the latest web and design technologies, IP Office Customer Call Reporter introduces significant new capabilities to effectively and efficiently manage a single-site call centre environment. The product focus is on ease of use and deployment simplicity to ensure improved ongoing productivity and lower support costs. In its native web server environment the IP Office Customer Call Reporter can be simply installed onto a single server without the need for any client software deployment. Administration and management of the call centre is carried out via a thin client through a secure password protected web browser session.



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## IP Office CCR (Customer Call Reporter) details

IP Office CCR provides a good set of basic monitoring tools:

- Browser Based, Drag & Drop application
- Wide array of reports and statistics
    - Agent States
    - Agent ACW
    - Agents Available
    - Agents Logged On
    - Agents Present
    - Agents Ringing
    - Answered Calls
    - Answered External (non-queue)
    - Answered Internal (non-queue and queue)
    - Average Answer %
    - Average Answer Time
    - Average Wait Time
    - Busy Not Available
    - Calls Waiting
    - Current Wait Time
    - Grade of Service
    - Longest Wait Time
    - Lost Calls
    - New Messages
    - No Answer
    - Outbound Calls (external)
    - Overflowed Answered
    - Overflowed Calls
    - Overflowed Calls Waiting
    - Overflowed Lost
    - Queue State
    - Queue State Time
    - Routed to Other
    - Routed to Voicemail
    - Transferred
- Supervisor Alarm setting and Notification by agent and group
- Change in color indicates state of Alarm: White for Normal state, Yellow for Caution, Red for Alarm, Blue for Alarm Acknowledge
- Historical Call Reporting using templates: Agent Summary Report, Call Details Report, Call Summary Report, Trace Reports, Alarm Reports, Voicemail Reports
- Customize over 100 reports using common fields (Name, Subject, Call Type, Reporting Period, etc) and through use of wildcards
- Report format (Adobe, Word, Excel, Rich Text, or Crystal)
- Email report in format of recipients choice

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### IP Office CCR Wallboard

For the release of IP Office R6, Customer Call Reporter now provides a browser based wallboard that can be used in businesses who want to display key statistics in a group area, such as on an LCD television screen. The wallboard has the ability to display all the statistics currently available within Customer Call Reporter, but can also provide two additional new features: a scrolling message board, for important messages during the course of the working day and a standings or leader board, which displays the top agents for a particular activity during the day. In addition to this, the wallboard can also be customized with the company's logo and colours. Also, there is no limit to the number of statistics that can be displayed (caution: adding too many statistics may cause the displayed statistics to be too small to be viewed reasonably).

### IP Office CCR Real Time Report/Monitor

Customer Call Reporter provides real time monitoring of call center activity. This is achieved via a thin client web browser session logged onto the IP Office Customer Call Reporter server. Within the supervisor client a user can program up to 3 different views of their call center. This is a very useful feature as now a supervisor can divide their responsibilities into different views and compare the results of those views. For example, assume that a call center supervisor is responsible for the following hunt groups in IP Office; Computer Sales (201), Monitor Sales (202), Warranty Service (203), and non-Warranty service. The Supervisor can create two separate views entitled "sales" and "service" and compare the number of calls, length of call, etc. This allows a supervisor to see a whole system as it relates to the business function (sales, service). The Supervisor views are private and can only be seen with a login. A view may be created that shows the system with all the agents, specific Hunt Group and Agent statistics as well as Alarms and Warnings. Each of the three views are summarized and made available to any Agents when they login and select their corresponding Supervisor.

### IP Office CCR Alarms

The Customer Call Reporter provides different levels of alarms for the supervisor and agent to properly manage their call center activity. As parameters move from a normal to alarm state, the color of the field within the realtime view will change depending upon the level of alarm; white for normal, yellow for caution, red for alarm, and blue for alarm acknowledged.

# IP Office R8 CCR Enhancements

### CCR Silent Intrusion

IP Office Silent Intrusion is available with Essential Edition and enables users on a call to 'intrude' and listen depending on the configuration of the end users, i.e. whether Coaching Intrusion or Whisper Page is used. Coaching intrusion and Whisper page cannot be done on an idle user. It may be done for internal calls or with external calls. The Coaching or Whisper Page/Silent Intrusion feature allows an authorised user to intrude in any internal and external call. Coaching intrusion is primarily a call centre feature, supporting interruption or inclusion of a supervisor on a live call to talk to an agent without the far end caller listening to the conversation. The caller may still talk to the agent, but will not hear what the supervisor is saying. The agent will be able to hear both the caller and the



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supervisor. This is useful when the agent needs support/training or when the supervisor needs to intrude to give instructions to an agent.

Silent Intrusion or Whisper Page can be effective in a scenario where a secretary intrudes into a call of his/her boss to whisper that a very important customer is waiting. The boss hears his/her secretary while talking to the caller but the caller will not be able to hear the secretary. This feature can be set through the IP Office manager for each IP Office user. Only authorized users can use the coach/whisper feature. Default setting is off.

## Real-Time Monitoring & Historical Report Enhancements

IP office R8.0 delivers the following real-time monitoring and historical reporting enhancements:

- 15/30 minutes reporting
- Agent Performance Factor (APF) in the Agent Time Card Report
- SYSTEM Statistics enhancements
- Real Time - Presented Calls - sum of Calls Answered + Calls Lost - Monitor and Wallboard
- Supervisor Report Template Copy
- 21.2.1 15/30 minutes reporting

In addition to the Hour, Day and Week grouped reports, R8.0 is providing the option to group reports in 15 and 30 minutes increments for the Call Summary Report, the Call Detail Report and the Advanced Edition Voicemail Report. Following the same logic as the hour grouping, if grouped by 15 minutes, the call records will get grouped in 15-minute increments. For example, xx:00 to 14:00, xx:00 to 29, xx:30 to xx:44 and xx:45 to xx:59 for the 15 minutes grouping. Similarly, if 30 minutes grouping is selected, then call records will get in 30-minute increments.

## Agent Performance Factor (APF) in the Agent Time Card Report

The Agent Productivity Factor statistic will be included in the Agent Time Card report under the Performance section along with the Average Answer Time. If selected, the report includes the Average Answer Time statistics and the Agent Productivity Factor for each agent. The system will use the straight average method to calculate the average answer time. An agent's productivity and efficiency will be measured by the parameters laid down for lost calls, answered calls, minimum talk time, and maximum talk time. Any deviation from the set parameters will have an effect on the total productivity of an agent. The following parameter settings are available for Agent Productivity factor calculation:

| Parameter | Range | Default |
|---|---|---|
| | | |
| Lost Calls Threshold | 1-600 seconds | 5 seconds |



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| | | |
|---|---|---|
| Answered Calls | 1-600 seconds | 20 seconds |
| Minimum talk time | 1-3600 seconds | 5 seconds |
| Maximum talk time | 1-3600 seconds | 600 seconds |

## Statistics enhancements

IP Office R8.0 provides the following System Statistic enhancements:

- System Talk Internal Statistic: The system talk internal time is the sum of all of the Advanced Edition agents' internal call talk times
- System Talk Outbound Statistic: The system talk outbound time is the sum of all of the Advanced Edition agents' outbound call talk times
- System Talk Inbound Statistic: The system talk inbound time is the sum of all of the Advanced Edition agents' inbound call talk times
- System Talk Average Statistic: The system talk average time is the sum of all of the Advanced Edition agents' average call talk times
- System Talk Outbound Average Statistic: The system talk outbound average time is the average of all of the Advanced Edition agents' outbound average call talk times
- System Talk Inbound Average Statistic: The system talk inbound average time is the average of all of the Advanced Edition agents' inbound average call talk times
- System Total Talk Statistic: The system total talk time is the sum of the inbound and outbound talk times for all.
- System Agent Productivity Factor: The system agent productivity factor statistic is the combined agent productivity factors for all agents.

## Real Time - Presented Calls

Presented Call statistics are available for system, queues and agents. For Queues, it is the total of Answered calls + Queue's VM Answered calls + Overflow Answered calls + Routed to others + Lost Calls + Overflowed lost. It does not include direct calls to agents. For Agents, it is the total of Answered calls + Agent's VM Answered calls + Routed to others + Answered Non Queue + No Answer + Lost Calls. It does include direct calls. The TOTAL value is the sum of all presented calls for the selected queues. The SYSTEM value is the sum of all presented calls for Advanced Edition queues. The alarm and warning settings for this new statistic will range from 1 to 999. The Presented call statistic will be available for Real Time browsers like Monitor, Dashboard and Wallboard. For the Dashboard, the Presented Call statistic will be available in all the same graphs where the Answered Call statistics is available.

Supervisor Report Template Copy A report template can be copied from one supervisor account to another one. That will reduce the time it takes to install and configure an Advanced Edition system as most templates are exactly the same from one Supervisor to the other. There will be no checks to make sure that the queues selected for the reports are available to the supervisor receiving the template. To copy a template, a supervisor must select the template from the report template list and press the "Copy" button (placed to the left of the "+" button at the bottom).A dialog box will then provide a list of supervisor accounts that can receive the template. Each account that can



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receive the template can be selected. To finalize the copying, the "OK" button must be pressed. If the "Cancel" button is pressed, the dialog box will close and the copying will not occur. If the "OK" button is pressed, the copying will take place and the dialog box will close when the copying is done.

# IP Office Clear Call Waiting

Similar to hold call waiting, clear call waiting is a compound feature that clears an existing call and answers the waiting call. With IP Office call waiting, if a user is busy on a call they can chose to have another call wait for them until they become free. The user will be made aware that a call that is waiting for them by a call waiting tone and, by using Phone Manager, they will receive additional information to assist them to decide which conversation they wish to continue with.

# IP Office ContactStore

IP Office ContactStore represents an IP Office call recording level over and above IP Office Voicemail Pro. IP Office ContactStore stores and catalogs recordings so that they are easily accessible for later retrieval. Any recordings that you instruct IP Office VoiceMail Pro to "send to the Voice Recording Library" are placed in a database. IP Office ContactStore is provided with the IP Office VoiceMail Pro software DVD set and has an inbuilt 45 day trial license. A fully featured IP Office ContactStore system can be installed and used for 45 days from the creation of the first recording. After this time the system will stop taking recordings until a license is purchased and installed onto the IP Office. IP Office ContactStore has a number of components, these are:

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- An MSDE database into which details of all recorded calls are inserted.
- A browser-based call search and replay application.
- A browser-based system configuration and status monitoring application.
- Disk space management - Oldest recordings are automatically deleted as needed.
- Optional archive management - Recordings are automatically written to a DVD +RW drive.

To allow you to search for calls easily, the details of the recordings are stored within a MSDE database. This contains one record for each call recorded and additional records for each party on the call and the owner of the call. The information that is held for any recording is:

- A unique reference for the recording
- The start date and time
- The duration of the recording
- The name and number of the parties on the call- where this was available to IP Office (through ANI, Caller ID or DNIS) at the time of the call.
- The direction of the call (incoming, outgoing, or internal)
- The owner of the call recording
- The target or dialed number, which may be different from the number that actually took the call.

Recordings within IP Office ContactStore are stored as .WAV files. IP Office ContactStore uses the G.726 16kbps ADPCM compression standard, which provides the best compromise between storage



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capacity and CPU loading. IP Office ContactStore is designed to perform compression as a background task, which does not impact the system's ability to record, search or play other calls. It takes approximately 1 minute to compress a two hour recording. The compressed recordings are stored as 16kbps G.726 format, storage requirements are therefore 8MBs per hour of recording.

IP Office ContactStore suite can be installed onto the same server as VoiceMail Pro but must be loaded onto a separate partition. Alternatively, IP Office ContactStore can be installed on a separate drive within the same server or on a separate server. The minimum PC specification when VoiceMail Pro and IP Office ContactStore are installed on the same server is detailed in the Voicemail System requirements later in this chapter. IP Office ContactStore stores recorded calls with certain security in place. Access to recordings is strictly controlled according to the security constraints configured within the System Administration pages. Each recording has an owner; the call owner is the number of the extension that recorded the call. You can specify to which extensions each user has replay rights; the user can search for and replay all calls "owned" by those stations. Typically an individual may be given rights to replay calls owned by their extension number while managers may have rights to the extension numbers of all of their staff.

The IP Office ContactStore system will automatically generate alarms showing system warnings. Alarms are logged to IP Office ContactStore's database and held for a month before being purged. The administrator can define specific email addresses for alarms to be automatically forwarded to. The email recipient could be a local system administrator, a manned help-desk and/or suppliers' support desks if you have a support agreement that includes this facility. The system sends an email message each time an alarm occurs or is cleared. It also sends an email once per day as a "heartbeat" to let you know it is still operating. Failure to receive the daily heartbeat message should be investigated; it could indicate that the server has failed.

IP Office ContactStore allows replay of recordings by means of a browser-based application that is accessible with Internet Explorer (IE) V6.0 and higher. The IP Office ContactStore search and replay facilities include the following features:

- Personal security restrictions. The restrictions are applied as you log into the web server.
- Criteria-based search filter fields to perform specific searches.
- Replay controls. Sstart, stop, pause, skip forward, skip backward, or to export the recording to a readily playable .wav file.
- Audio waveform display. The waveform presents a graphic representation of the audio content of the call. The waveform is an aid to avoid replaying static or silences, and to move easily to specific portions of a call.

# IP Office Dialer

The AVAYeRASA IP Office Dialer is a standalone application on your computer which allows you to dial any telephone number inside any application merely by pressing F11. The AVAYeRASA IP Office dialer is an application much like the dialer used in professional call centres, which can give productivity gains of as much as 50%. Great for telemarketing campaigns and customer service agents. In contrast to other CTI (computer-telephony integration) software which comes as part of a large expensive package, the AVAYeRASA Screenpop and AVAYeRASA Dialer are standalone products. CTI is used in professional call centres and typically comes at a £20,000 minimum price cost. The AVAYeRASA Dialer is the first SMB-priced CTI package priced at only £995 for 10 users (+ 1 day's installation time).



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The AVAYeRASA Dialer is compatible with any CRM product, even custom-built databases. You do not even have to be using a packaged database product - this will work with a simple Microsoft Access application as well. To book a demo, call 01252 333888 today. Please note - there maybe complications with older versions of CRMS, however we would be happy to arrange a trial for you.

# IP Office Directory

IP Office has 2 directories to store contacts: a centralised system directory and a personal directory.

## IP Office System Directory

The IP Office Centralised System Directory is a list of up to 5000 numbers and associated names stored centrally in the system. A directory entry can be used to label an incoming call on a caller display telephone or on a PC application. The Centralized System Directory also gives a system wide list of frequently used numbers for speed dialing via one-X Portal for IP Office, Phone Manager or a feature phone with a suitable display. For example "Head Office" can be displayed when a known Caller ID is received. A user can also select "Head Office" in one-X Portal for IP Office, or the Directory List in Phone Manager, or on the display phone Directory to speed dial this number.

- External directory entries can be obtained from up to three different sources for each IP Office:
- Locally stored in the IP Office configuration. Created and edited using IP Office Manager or by selected 1600, T3 or one-X Portal for IP Office users.
- Temporary entries imported at regular intervals from an LDAP server.
- Temporary entries imported at regular intervals by HTTP from another IP Office. This allows the directory entries on one IP Office to be shared by other IP Offices as a centralized system directory for an SCN.
- The total maximum number of entries is 5000 with entries in the IP Office configuration taking priority over temporary imported entries.

## IP Office Personal Directory

The IP Office Personal Directory is a list of up to 100 numbers and associated names stored centrally in the system for a specific user. A directory entry can be used to label an incoming call on a caller display telephone or on a PC application. The directory also gives a system wide list of frequently used numbers for speed dialing via one-X Portal for IP Office, Phone Manager or a feature phone with a suitable display. For example "Mr Smith" can be displayed when a known Caller ID is received. A user can also select "Mr Smith" in the Directory List in Phone Manager, one-X Portal for IP Office or on a display phone to speed dial this number.

- The personal directory capability allows up to 100 entries per telephony user. The system limit is:
- 10800 for IP Office 500 and IP Office 500 V2.
- 3600 for IP Office 412.
- 1900 for IP Office 406 V2.
- All entries may be added, deleted or modified by Manager, one-X Portal for IP Office, a telephone, or an external service.



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- The personal directory data is sent/updated whenever the user is logged in a SCN.

# IP Office Combo Card BRI

The IP Office Combo Card BRI is a card that sits inside your IP Office IP500V2 chassis and provides the connections neccessary for the chassis to communicate with telephones and ISDN channels.

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IP Office Combo Card BRI

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- 6 Digital Ports
- 2 analogue ext ports
- 10 VCM channels
- 4 BRI Trunk Channels

# IP Office Computer Telephony Integration (CTI)

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IP Office Computer Telephony Integration (CTI) is about bridging the gap between the telephone system and business applications. On IP Office, this is achieved by use of the IP Office CTI Link, a CTI middleware product and Software Developers Kit. IP Office Computer Telephony Integration (CTI) uses open standards, which gives businesses access to a range of third-party solutions. For developers, migrating their offering from other platforms to IP Office is quick and easy, and the advanced CTI features IP Office offers makes it easy to demonstrate full integration, and more business benefits.

IP Office Computer Telephony Integration (CTI) provides two levels of CTI interoperability: IP Office Computer Telephony Integration (CTI) Link Lite, which is free of charge, provides all the functionality required to support the vast majority of applications, including screen-popping, and many third party products. IP Office Computer Telephony Integration CTI Link Pro provides enhanced functionality, including the ability to control multiple telephones and gives access to advanced call centre operations.

## IP Office CTI Interfaces

- TAPILink Lite provides first-party CTI support for Microsoft TAPI 2.1 and TAPI 3.0, so each PC can control or monitor one phone. The software components are supplied with the IP Office system on the User CD-Rom, and do not required a license key for use.
- TAPILink Pro provides third-party CTI support for TAPI 2.1 and 3.0. These components are identical to their first-party equivalent; the presence of the CTI Link Pro RFA license key (which can be purchased in the usual way for products) enables this additional functionality.



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- TAPI-WAV driver provides software-based support for voice processing. The TAPI-WAV driver is for use with TAPI 2.1 only; for TAPI 3.0, IP Office supports the Media Service Provider (MSP) interface, defined by Microsoft in TAPI 3.0. This functionality will only work in conjunction with CTI Link Pro and also requires TAPI WAV licenses. Each license enables 4 ports of voice processing.
- DevLink Pro provides a real-time event stream in addition to the SMDR interface provided in IP Office SMDR. The realtime event stream takes the form of a call record, which is issued whenever the state of any endpoint of a call changes (typically there are two end points on a call, but for some circumstances, such as conference calls, intruded calls there may be more).
- IP Office SMDR provides an interface to obtain SMDR events. A comma-separated record is issued for each call, when the call is completed. This interface is designed for call accounting and call billing applications. The IP Office SMDR can be output direct from the IP Office control unit to a designated IP address and port.
- Software Development Kit - This toolkit is delivered on a single CD-Rom, containing the developer documentation for TAPILink Lite, TAPILink Pro, DevLink Lite and DevLink pro, as well as pre-compiled programs for exploring TAPI 2.1 and 3.0. In addition, example source code is included, making it easy for developers to become familiar with IP Office CTI interfaces.

# IP Office Conference Calls

IP Office preferred edition includes a free inbuilt conferencing bridge supporting 1 conference with as many as 128 participants on a single conference call, or combinations thereof (ie 10 x 12 person conference calls simultaneously). Multiple conferences can take place simultaneously; and with the Meet-me Conferencing Bridge a PIN number can be added for more secure conferences, requiring participants to input a code before entering the call. Use IP telephony, and all internal conference calls become free. The Conferencing Center application adds management through the Scheduler component and audio control for the host through the Web Client component. The Scheduler interface enables conferences to be established, e-mail invitations to be sent, or set up ad hoc. The Web Client enables the host to upload and publish documents and presentations for real-time viewing. IP Office Calls can be placed on hold and a conference created using either the phone or desktop applications. Additional conference members may be added, however a single conference may not have more than 128 members.

The IP Office Web Client interface allows the Host to manage the audio portion by controlling who has "Speak" and "Listen" privileges or who has "Listen only" capabilities. It is through the Client interface that the Host can Whisper to a specific individual without disruption to the conference call. Participants can also send messages using the web chat functionality privately to the Host or to all participants. Employees can cost effectively conduct meetings over the phone and spontaneously collaborate, share information and make decisions creating more effective work practices leading to shorter project times and increased employee productivity. The Meet-me Conference Bridge can lower conferencing costs by reducing the need for third-party conferencing service providers. ROI on IP Office conferencing solutions can be as short as 9-10 weeks, depending on location and provider fees.

The cost of using external conferencing solutions is extremely expensive. The conference facilities on the Avaya IP Office are extensive with 128 party conferencing built in to the system. We calculated and demonstrated that the savings made by Universal Aviation over a 5 year period on conferencing alone have paid for the new telephone system and call recording solution.



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## IP Office Standard Conference Features

IP Office provides the following features and benefits relating to conferencing:

- No special conferencing equipment required
  - You only need an IP Office system unit with as many digital trunks/VoIP channels as external participants (as well as Preferred Edition for Meet-Me conferences).
- Ease of use
  - Simply dial the direct number allocated to the conference bridge, type in the PIN if required and you have joined the conference (PIN codes require Preferred Edition/VoiceMail Pro).
- Conference control from Avaya Display telephones, IP Office Phone Manager and Avaya one- X Portal for IP Office
  - For ad-hoc conferences with a few participants, users can easily set up immediate conferences by calling all parties and bringing them to the conference bridge. With Avaya one-X Portal for IP Office , the originator of the conference can keep control: the Caller ID number (and the associated name if recognized) of each participant is displayed. If required, they can selectively hang-up a specific participant.
- Customized greeting
  - Record a personalized greeting per conference (requires Preferred Edition/VoiceMail Pro).
- Conference entry/exit tones
  - Single beep on entry/double beep on exit
- Conference call recording
  - Manual recording initiated by user on IP Office via Avaya one-X Portal for IP Office , Phone Manager, digital/IP display phone or a short code (requires Preferred Edition/VoiceMail Pro)
- Security
  - To prevent unauthorized access to the conference bridge, PIN codes, Caller ID number screening as well as time and date profiles can be set-up using IP Office VoiceMail Pro.
- Privacy
  - In cases where the security of calls is critical, in-house conferencing is the only way to ensure privacy.
- Remote Management
  - Allows a single person to manage the conferencing bridge facility from any location. Furthermore, the full IP Office solution - phone system, voicemail, CTI server, router, firewall and DHCP server- can all be managed from a single management interface called IP Office Manager.

# IP Office Compact Contact Centre

Avaya Compact Contact Centre (CCC) is old software which preceded Customer Call Reporter (CCR) and is no longer sold (2011). The Compact Contact Centre management toolset includes real time information view, management by exception and historical reports for any aspect of your contact centre. Avaya Compact Contact Centre archives all call centre interactions, both telephony and multimedia, to a central database and the program then allows up to 20 separate report viewers



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within the contact centre, with automated scheduled delivery of all historical reports to anyone via email or network printers. The Avaya IP Office Compact Contact Centre is modular and caters for all contact center sizes from 2 to 75 agents. The following modules are available with the application:

- **Compact Call Center Server**
  - Base System - Provides one supervisor position with real-time information view, management by exception, and historical reports for any aspect of the contact center. Up to 73 standard reports can viewed or printed. Also included are reporting capabilities on 5 agents and one license for a PC Wallboard (PCWB) application.
- **Real Time Supervisor Monitoring**
  - Call Center View - As many as 21 supervisor CCV positions can be used in Avaya Compact Contact Centre (please note: MSDE installations can only be supported up to 5 supervisor positions). This provides a supervisor with the ability to monitor in real time the service being provided to callers. There are up to 12 separate real-time graphs that can be viewed by the supervisor. Alarms also appear in real time prompting the supervisor to acknowledge them as they occur.
- **Phone Manager Pro**
  - Agent Enabled - Provides agents with a PC CTI application where they can log in, join groups, and go into busy status when they are unable to accept calls for short periods so no special turrets are needed. Avaya Compact Contact Centre and Phone Manager allow Agent working on any wired IP Office extension type. Phone Manager PC Softphone can be used in agent mode as well, without the need for a physical telephone.
- **Alarm Reporter**
  - Alarm Reporter is designed to enhance the exception management used by Call Center View (CCV). The Alarm Reporter enables the contact center supervisor to look back on the performance of the contact center, on a daily or weekly basis, by reporting on certain criteria predefined by the contact center supervisor.
- **Historical Reporting**
  - The Compact Contact Center archives all call center interactions (telephony or multimedia) to a central database (MSDE or SQL). This provides the data source for a set of standard reports to the business, and the capability to create custom reports.
- **Avaya Compact Contact Centre Reporter**
  - The system allows up to 20 separate Report Viewers within the contact center (for MSDE installations, up to 5 viewers are supported). Access to the standard reports is a thin client application based on Crystal Reports. Up to 73 standard reports are available, with the ability to create 3 more custom reports, see custom reports section below. Reports can be exported to a variety of formats, including Excel, CSV, HTML, and PDF.
- **Report Scheduler**
  - All historical reports created within Avaya Compact Contact Centre can be scheduled for individual delivery to anyone via email or sent to multiple network printers.
- **Custom Reports**
  - All Avaya Compact Contact Centre reports are created through Crystal Reports. This application provides a much richer experience for the small to mid-market customer, and creates an environment where custom reporting is more accessible. To create more than 3 Avaya Compact Contact Centre custom reports requires the designer license (IPO Avaya



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Compact Contact Centre DESIGNER RFA) AND a compatible version of Crystal Reporting software (Crystal version 9).

- **Fixed Wallboards**
  - Fixed scrolling wallboards enable key statistics and messages to be displayed for everyone in the contact center to see. Supervisors can send ad-hoc messages to wallboards to broadcast important information, or to make announcements.
- **PC Wallboards**
  - PC-based wallboards allow individual agents to see their own individual statistics, those for their group, or for the whole contact center. Agents can customize their view so that information is presented in the way most useful to them. In additional, supervisors can set particular messages to appear on PC Wallboards, as a motivational or informational tool.
- **Microsoft TAPI Integration**
  - By utilizing either the 1st party or 3rd party TAPI support on IP Office businesses can link their contact management to their telephony (e.g. ACT! Goldmine) and increase the productivity of their agents and the profitability of the contact centre.

# IP Office Cordless Phones

Avaya's IP DECT add-on delivers secure, high-quality wireless cordless solution to mobile employees within a building, across a campus or throughout a large facility such as a hospital. Consisting of lightweight wireless handsets (portable parts) and associated radio base stations (radio fixed parts), Avaya IP DECT solutions use tried and true standards-based technology that scales to support a large number of users. Avaya IP DECT cordless solutions are doubly useful for those needing high-quality wireless voice communications while keeping voice and data on separate enterprise wireless networks.

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- Protection from eavesdropping and unauthorized network access
- Reliable wireless voice communications despite heavy wireless LAN or other radio traffic
- High densities of wireless voice users can be supported
- Low cost of installation and implementation
- Avaya IP DECT solution is built on mature, standards-based DECT technology.
- Delivers reliable, secure, high quality enterprise voice communications
- Seamless handover enables active IP DECT voice calls to traverse Radio Fixed Part (RFP) ranges without interruption.
- Reduces dropped calls and associated inconvenience.
- DECT's dedicated frequency range reduces the potential for radio frequency interference from other sources.
- Can deliver better voice quality than alternative technologies that operate in a crowded frequency band.
- Portable Access Rights Key (PARK) and International Portable Equipment Identity (IPEI) together ensure that only authorized handsets access the DECT network.
- Helps discourage "hacking".
- DECT Encryption
- Standard encryption of DECT communications
- Prevents unauthorized eavesdropping by 3rd parties.



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- The Dynamic Channel Selection and Allocation mechanism of DECT guarantees that radio links are always set up on the least interfered channel available.
- High quality voice communications

# IP Office Coverage To Operator

Using IP Office coverage to operator, an operator or a group of operators can be configured to provide coverage for external calls that would otherwise go to voicemail. With this IP Office feature, any unanswered calls will be routed to an operator or a Group of operators. For example, high value clients can be set to be provided a personal service (rather than voicemail).

# IP Office Customer Call Reporter (CCR)

Available with IP Office Advanced Edition, IP Office Customer Call Reporter (CCR) for Agents and Supervisors provides a wealth of information through intuitive, easy-to-use interfaces and tools. Whether a business has a traditional call center or simply people who answer phones, valuable data in customer calls can help improve customer experiences and deliver greater revenue and more satisfied and loyal customers. Businesses that understand how communications can enhance customer service and productivity will appreciate the powerful information IP Office Customer Call Reporter (CCR) can deliver. IP Office Customer Call Reporter (CCR) is a logical software tool for small companies that have any form of helpdesk, outbound marketing team or organised sales staff. It is the first step up the ladder in terms of monitoring and improving the tools available for customer oriented staff. IP Office Customer Call Reporter (CCR) provides an excellent set of monitoring tools:

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- Browser Based, Drag & Drop application
- Wide array of reports and statistics
    - Agent States
    - Agent ACW
    - Agents Available
    - Agents Logged On
    - Agents Present
    - Agents Ringing
    - Answered Calls
    - Answered External (non-queue)
    - Answered Internal (non-queue and queue)
    - Average Answer %
    - Average Answer Time
    - Average Wait Time
    - Busy Not Available
    - Calls Waiting
    - Current Wait Time
    - Grade of Service
    - Longest Wait Time
    - Lost Calls
    - New Messages
    - No Answer
    - Outbound Calls (external)



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  - Overflowed Answered
  - Overflowed Calls
  - Overflowed Calls Waiting
  - Overflowed Lost
  - Queue State
  - Queue State Time
  - Routed to Other
  - Routed to Voicemail
  - Transferred
- Supervisor Alarm setting and Notification by agent and group
- Change in color indicates state of Alarm: White for Normal state, Yellow for Caution, Red for Alarm, Blue for Alarm Acknowledge
- Historical Call Reporting using templates: Agent Summary Report, Call Details Report, Call Summary Report, Trace Reports, Alarm Reports, Voicemail Reports
- Customize over 100 reports using common fields (Name, Subject, Call Type, Reporting Period, etc) and through use of wildcards
- Report format (Adobe, Word, Excel, Rich Text, or Crystal)
- Email report in format of recipients choice

### IP Office Customer Call Reporter Ease of Use

The intuitive and easy-to-use browser-based interface makes call handling a snap. Click to dial, transfer, hold, conference, and more. Access hundreds of speed dial entries. Supervisors get point and click, drag and drop convenience for real-time information by agent or group of agents or to set alarm notifications and automatically deliver customized reports. Through customizable views set by their supervisor, agents can see a wide range of information to help them budget their time based on workload, call queues and agent availability, including number of calls on hold or in progress, lost calls, number of agents logged in/out, and more. When an agent knows that no callers are waiting in queue, he or she can spend more time with customers building relationships, generating more revenue, and enhancing overall customer satisfaction and loyalty.

### IP Office Customer Call Reporter Customizable Reports

Customer Service Supervisor offers easily customized reports to display specific information that is most relevant to the business:

- Create a caller identification report to see where the most (or fewest) calls originate from (by area code, country code, prefix, etc.)
- See how many calls have been taken over a period of time, the length of calls, and more
- Set and adjust thresholds to trigger alarms to suit changing objectives and campaign targets
- Schedule automatic report delivery in preferred formats

# IP Office Customer Call Reporter R8 Enhancements



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IP Office Customer Call Reporter gets a lot of enhancements with IP Office R8, with new functionality and reporting.

## Coaching/Silent Intrusion/Whisper

This feature is available with Essential Edition and enables users on a call to 'intrude' and listen depending on the configuration of the end users, i.e. whether Coaching Intrusion or Whisper Page is used. Coaching intrusion and Whisper page cannot be done on and idle user. It may be done for internal calls or with external calls. Coaching intrusion is primarily a call center feature, supporting interruption or inclusion of a supervisor on a live call to talk to an agent without the far end caller listening to the conversation. The caller may still talk to the agent, but will not hear what the supervisor is saying. The agent will be able to hear both the caller and the supervisor. This is useful when the agent needs support/training or when the supervisor needs to intrude to give instructions to an agent. Silent Intrusion or Whisper Page can be effective in a scenario where a secretary intrudes into a call of his/her boss to whisper that a very important customer is waiting. The boss hears his/her secretary while talking to the caller but the caller will not be able to hear the secretary. This feature can be set through the IP Office manager for each IP Office user. Only authorized users can use the coach/whisper feature. Default setting is off.

## Real-Time Monitoring & Historical Report Enhancements

IP office R8.0 delivers the following real-time monitoring and historical reporting enhancements:

- 15/30 minutes reporting
- Agent Performance Factor (APF) in the Agent Time Card Report
- SYSTEM Statistics enhancements
- Real Time - Presented Calls - sum of Calls Answered + Calls Lost - Monitor and Wallboard
- Supervisor Report Template Copy

Options for **15/30 minutes reporting** - in addition to the Hour, Day and Week grouped reports, R8.0 is providing the option to group reports in 15 and 30 minutes increments for the Call Summary Report, the Call Detail Report and the Advanced Edition Voicemail Report. Following the same logic as the hour grouping, if grouped by 15 minutes, the call records will get grouped in 15-minute increments. For example, xx:00 to 14:00, xx:00 to 29, xx:30 to xx:44 and xx:45 to xx:59 for the 15 minutes grouping. Similarly, if 30 minutes grouping is selected, then call records will get in 30-minute increments.

**Agent Performance Factor (APF) in the Agent Time Card Report** - The Agent Productivity Factor statistic will be included in the Agent Time Card report under the Performance section along with the Average Answer Time. If selected, the report includes the Average Answer Time statistics and the Agent Productivity Factor for each agent. The system will use the straight average method to calculate the average answer time. An agent's productivity and efficiency will be measured by the parameters laid down for lost calls, answered calls, minimum talk time, and maximum talk.

**Statistics enhancements** - IP Office R8.0 provides the following System Statistic enhancements:



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- System Talk Internal Statistic: The system talk internal time is the sum of all of the Advanced Edition agents' internal call talk times
- System Talk Outbound Statistic: The system talk outbound time is the sum of all of the Advanced Edition agents' outbound call talk times
- System Talk Inbound Statistic: The system talk inbound time is the sum of all of the Advanced Edition agents' inbound call talk times
- System Talk Average Statistic: The system talk average time is the sum of all of the Advanced Edition agents' average call talk times
- System Talk Outbound Average Statistic: The system talk outbound average time is the average of all of the Advanced Edition agents' outbound average call talk times
- System Talk Inbound Average Statistic: The system talk inbound average time is the average of all of the Advanced Edition agents' inbound average call talk times
- System Total Talk Statistic: The system total talk time is the sum of the inbound and outbound talk times for all.
- System Agent Productivity Factor: The system agent productivity factor statistic is the combined agent productivity factors for all agents.

**Real Time - Presented Calls** - Presented Call statistics are available for system, queues and agents. For Queues, it is the total of Answered calls + Queue's VM Answered calls + Overflow Answered calls + Routed to others + Lost Calls + Overflowed lost. It does not include direct calls to agents. For Agents, it is the total of Answered calls + Agent's VM Answered calls + Routed to others + Answered Non Queue + No Answer + Lost Calls. It does include direct calls. The TOTAL value is the sum of all presented calls for the selected queues. The SYSTEM value is the sum of all presented calls for Advanced Edition queues. The alarm and warning settings for this new statistic will range from 1 to 999. The Presented call statistic will be available for Real Time browsers like Monitor, Dashboard and Wallboard. For the Dashboard, the Presented Call statistic will be available in all the same graphs where the Answered Call statistics is available.

## Supervisor Report Template Copy

A report template can now be copied from one supervisor account to another one. That will reduce the time it takes to install and configure an Advanced Edition system as most templates are exactly the same from one Supervisor to the other. There will be no checks to make sure that the queues selected for the reports are available to the supervisor receiving the template. To copy a template, a supervisor must select the template from the report template list and press the "Copy" button (placed to the left of the "+" button at the bottom).A dialog box will then provide a list of supervisor accounts that can receive the template. Each account that can receive the template can be selected. To finalize the copying, the "OK" button must be pressed. If the "Cancel" button is pressed, the dialog box will close and the copying will not occur. If the "OK" button is pressed, the copying will take place and the dialog box will close when the copying is done.

## Real Time Reporting Enhancements

- Logged off agents visible in Monitor views
- Logged off agents can be hidden from a monitor view
- Configurable at the supervisor account level
- Logged off agents showing by default



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### Wallboard Statistics abbreviation

- Wallboard default statistics names are now 25 characters long.
- Eliminate truncation that can occur depending on the designed layout and chosen language.
- League Table ranking qualifiers (Top and Bottom) are no longer editable. Only the statistic name is editable.
- The 25 character limit doesn't apply when the default statistic name is edited.

### Privacy Support

- Ability to mask dialed numbers by agents
- Configurable by Administrator in the Preferences section
- Mask digits of the outgoing external numbers in the CDR, the Trace Report and any Customer Reports using the dialed number field
- Set to 0 by default

# IP Office Covered Call Tone

IP Office Covered Call Tone is the IP Office ability for a user to choose how the covered call will alert. The benefit is that this keeps the alerting noise low in open-plan offices. The alert signal (ring tone) for incoming calls for covered telephones can be set to the following values: Ring (default), Abbreviated Ring and No Ring.

# IP Office Customised Phones

As well as the usual dialing keys, IP Office digital and IP phones have dedicated function buttons such as Mute, Volume, Hold, Conference and Transfer. In addition to these, on many IP Office digital and IP phones there are keys that can be programmed with a range of selected special functions. These keys can be used for calling other extensions on the system (Direct Station Select or DSS keys), or can be used for options from speed dialing numbers to controlling features such as Do Not Disturb. Many features use an indicator to show whether a feature is enabled. Button programming is done through the IP Office Manager application as part of the system configuration, although some phones allow the user to program buttons and functions where given administration rights.

# IP Office Customer Service Agent

The IP Office customer service agent profile is targeted at employees who are responsible for fielding customer service calls. The IP Office customer service agent license enables a user to use IP Office Customer Call Reporter. It provides them with a web browser interface to view key statistics in real-time and also allows supervisor to track their performance with IP Office Customer Call Reporter. Up to 150 agents can be licensed on IP Office Customer Call Reporter.



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# IP Office Customer Service Supervisor

The IP Office Customer Service Supervisor User Profile enables service supervisors to track, measure and create reports for agent (or a group of agents) productivity via a web browser interface. The IP Office Customer Service Supervisor license enables a supervisor to use IP Office Customer Call Reporter. Up to 30 supervisors can be licensed on IP Office Customer Call Reporter.

# IP Office Data Communication

For offices with basic data networking needs, IP Office can provide a complete data communications and networking solution:

## Internet Access

Firewall protected leased line or dial-up connectivity via PRI, T1 or WAN port: high-speed dialed access, direct leased line connections for high usage and Web site hosting, integral security, and efficient access to information and a larger business presence via the Web.

## Routing

Integral Static or Dynamic (RIP I/II) routing for both Internet and Branch-to-Branch solutions.

## Security

NAT (Network Address Translation) and built in firewall to protect your internal network and IPSec support allows secure VPN data transmission across public IP Networks using 3DES encryption.

## DHCP

Automatic IP address allocation for local and remotely attached PC's and other devices, including IP phones.

## Remote Access Server

Access to local LAN servers via optional two-channel V90 modem or digital trunks: individual firewall security, access control per user, and standards-based security enable remote workers.

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LAN Switching

The IP500 and IP412 offer 2 switched Layer 3 Ethernet ports.

LDAP client support

For standards based directory synchronization with Phone Manager.

# IP Office Data Migration Manager (DMM)

The Data Migration Manager (DMM) is a migration tool designed to facilitate quick and easy migration from other products like BCM and Norstar to IP Office. The DMM tool is launched independently of the source and target applications. There are three main steps in the IP Office data migration manager migration process.

- Extract: This step includes specification of the source from which you intend to extract the configuration data file as well as other data including voicemails, greetings, recorded names etc.
- Convert: This step includes converting the data in the format of the source product to the format of the destination product. For example convert data that is understood by BCM to data that is understood by IP Office.
- Apply: This step includes applying the configuration to the destination product, which is always IP Office.

IP Office Data Migration Manager eliminates the need to re-record announcements and greetings when transitioning from BCM or Norstar to IP Office. DMM will extract Nortel Call Pilot configuration and translate it into IP Office settings while moving greetings, announcements and voicemail messages off BCM/Norstar to IP Office. This will reduce the installation times significantly.

# IP Office DHCP Server

IP Office can manage your IP Network for you through its integral DHCP Server. IP Office can be configured to hold a pool of IP addresses for users on the Local Area Network. When a user powers up their PC, the system will allocate them an IP address for the duration of their session. The DHCP server also provides the user's PC with the address of the Domain Name Service (DNS) server and the Windows Name Service (WINS) server.

Alternatively, for customers who have a separate DHCP Server, IP Office can be configured to obtain its address from that DHCP server or be set with its own static IP address. Both IP500 and IP500 V2 have two independent DHCP servers, one dedicated to each of the Layer 3 switched LANs

# IP Office Dial Ahead



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The IP Office dial ahead facility enables a user, when connected to a call, to establish the status of another extension without having to place the original caller on hold. The user can see whether the extension is free, busy, unobtainable or on divert (the divert destination is also shown). IP Office dial ahead enables a user/operator to try several extensions very swiftly without interrupting the call and to then inform the caller in advance as to where they are being transferred to.

# IP Office Dial Emergency

The IP Office Dial Emergency feature allows any user to dial a short code to override call barring and dial the emergency services. The DialEmergency short code feature can be used to allow any number to override the Outward Restricted option.

On all IP Office systems, short codes using the Dial Emergency feature should be created which are accessible by all users from all extensions. If the system uses prefixes for external dialing, additional Dial Emergency short codes should be created to allow the dialing of emergency calls with and without the dialing prefix. If E911 is not enabled (E911 is US-only), all emergency calls are routed via normal short code operation:

- In this case Dial Emergency short codes must be created.
- The lines used to route an extension's emergency calls must be correctly registered to the physical location of the extension. That information is held by the central office.

# IP Office Dial On Pickup

IP Office Dial On Pickup is also known as "Hotline". Automatically dials a specified extension when the phone is taken off hook. This facility is commonly used in unmanned reception areas or for door entry systems to allow visitors to easily gain assistance. In IP Office Dial On Pickup, a user short code is used to perform a short code action immediately the user extension goes off-hook. This is supported with Dial type short code features (except Dial Direct Hotline). Typically uses we have found include door, lift and lobby phones to immediately connect to an operator or reception.

# IP Office Dialer

The AVAYeRASA IP Office Dialer is a standalone application on your computer which allows you to dial any telephone number inside any application merely by pressing F11. The AVAYeRASA IP Office dialer is an application much like the dialer used in professional call centres, which can give productivity gains of as much as 50%. Great for telemarketing campaigns and customer service agents. In contrast to other CTI (computer-telephony integration) software which comes as part of a large expensive package, the AVAYeRASA Screenpop and AVAYeRASA Dialer are standalone products. CTI is used in professional call centres and typically comes at a £20,000 minimum price cost. The AVAYeRASA Dialer is the first SMB-priced CTI package priced at only £995 for 10 users (+ 1 day's installation time).

The AVAYeRASA Dialer is compatible with any CRM product, even custom-built databases. You do not even have to be using a packaged database product - this will work with a simple Microsoft Access



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application as well. To book a demo, call 01252 333888 today. Please note - there maybe complications with older versions of CRMS, however we would be happy to arrange a trial for you.

# IP Office Digital Extension Card

At time of purchase, an IP500 V2 control unit, the base unit of the IP Office system, will be configured by your telephone system company to your specifications. This is typically done using cards or combination of cards, the building block of the IP500 V2 hardware unit. An IP Office digital extension card is one such card; in this case it is the internal unit which allows digital handsets to be fitted onto the IP Office phone system.

The IP Office Digital Extension Card (Digital Station 8 Card) provides 12 RJ45 ports: the first 8 ports are DS ports for the connection of AVAYA digital phones other than IP phones. The card can be fitted with an IP Office 500 daughter trunk card, which then uses the additional 4 RJ45 ports for trunk connections.

# IP Office Direct Inward Dialing

IP Office Direct Inward Dialing (DID/DDI) relies on the local telephone exchange passing all or part of the dialed number to the IP Office. This number can then be used by IP Office call routing software to route the call to an individual phone, or groups of phones. This service is typically used to reduce the workload on a reception position by giving members of staff or departments individual numbers so they can be called directly. For convenience it is common to have the extension or group number the same as the digits supplied from the network, but IP Office can convert the number to what ever number is needed by the business, within limits.

# IP Office Do Not Disturb

The IP Office Do Not Disturb (DND) feature is the ability to temporarily stop incoming calls ringing at a user's telephone. It will prevent the user from receiving hunt group calls and give direct callers either voicemail (if enabled) or a busy signal. This feature can be enabled/disabled from the phone or via one-X Portal for IP Office or Phone Manager.

With IP Office Do Not Disturb, it is also possible to have some calls bypass the DND setting and ring the phone. For example a manager might have their secretary's extension number on the DND exceptions list. The exceptions list can be easily managed by the one-X Portal for IP Office or Phone Manager. Both internal and external numbers can be on the exception list.

# IP Office Embedded Voicemail

IP Office Embedded Voicemail resides inside of your IP Office standard base unit eliminating the need for a separate voicemail PC. Embedded Voicemail is great value for money in environments such as retail or home business where no space for a PC is available or you do not want to keep a PC running



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all the time, as required by Voicemail Pro. Embedded Voicemail also eliminates the risk of someone accidentally switching off the PC thereby taking away the voicemail service. The maximum number of messages stored is only restricted by embedded voicemail cards storage capacity (currently around 25 hours).

## IP Office Embedded Voicemail Features

Key features of IP Office embedded voicemail include:

- Up to 6 ports of voicemail on IP500 V2
    - IP500V2: The first 2 ports are included in the basic system. Up to four additional ports can be added by purchasing two 2-port add-on license keys
    - IP500: Maximum 4 ports of voicemail
- With an increasing number of ports the message storage capacity is increased simultaneously:
    - 2 ports: Up to 15 hours
    - 4 ports: Up to 20 hours
    - 6 ports: Up to 25 hours
- Configurable recording time: Default value 2 minutes, maximum value 3 minutes
- Multiple languages stored on the system
- Help menus via *4. Greetings and mailbox navigation.
- Send an email containing either notification or the complete voicemail message
- Voicemail breakout/personal auto-attendant: Up to 3 breakout numbers can be set up. When callers are directed to your mailbox, they can either leave a message or choose to be transferred to one of three numbers (e.g. Operator, mobile/cell phone, colleague, etc).
- Configurable system-wide short code for voicemail access (e.g. *17)
- 40 configurable Auto Attendants with 3 time profile base greetings per Auto Attendant
- Up to 12 menu items per Auto Attendant with automatic time-out to fallback number.
- Auto attendant supports Dial by Name and direct Dial by Number (dial extension number without dialing access digit first)
- Access and control of voicemail via the digital or IP telephone display (Visual Voice). This feature is supported on the 1408, 1416, 1608, 1616, 2410, 2420, 4610, 4620, 4621, 4625, 5410, 5420, 5610, 5620, 5621 and 9600 series telephones.
- Reply to a message to either an internal or external number (if Caller ID available)
- Support for hunt group announcements
- Fax option for rerouting fax calls via the auto-attendant menu
- Support for Fast Forward (#), Rewind (*), Skip Message (9) and Call Sender (**) when listening to messages
- No license required

# IP Office Emergency 999

Upon connection to the emergency 999 services IP500 provides calling party information to an external line interface unit. The external unit carries out a number to text translation and forwards this to the emergency services bureau so that the originating location of the call can be unambiguously identified.



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# IP Office Enhanced Intrusion

With IP Office's enhanced intrusion - whisper page, selected parties can intrude on calls that are already in progress. The intruding party intrudes on the existing call and all parties hear a tone. The speech path is enabled between the intruding party and the called extension, the other party is forced onto hold and will not hear the conversation. On completion of the intrusion the called party speech path is reconnected to the original connected party. The feature is enabled or disabled on a per user basis through the Manager application.

# IP Office Door Entry System

A fairly standard company requirement is to use IP Office as the entryphone system. In practice, IP Office works as follows. If anyone rings the frontdoor bell, all (or a selected group) phones will produce a unique ring, indicating that this is a front door request. Any operator can then answer the phone, speak to the person calling and open the door from their desk. There is no limitation on this other than the door system has to have the standard jack plug installed.

If your company does not have an entryphone system then installing one is easy and does not cost much. We can provide a door entry phone and we will use a spare analogue extension port on your telephone system. The door entry phone will ring an individual or group of handsets. Once answered you can release the lock by dialling '0'. A locksmith will be required if you require the release option.

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# IP Office External Control Port

The IP Office External Control Port is part of the IP Office entryphone system. The door release mechanism on the unit consists of two relays which can be either normally open, normally closed, pulsed open or pulsed closed. The External Control Port relays are used to trigger/control purpose built Door Release equipment which is supplied by a third party. All that needs to be done is to wire the trigger/control output of the third party device to the appropriate External Control port pins, ensuring that the information given in Section 13, Appendix C, Technical Specification is followed. The relay action is activated by use of a short code and via Phone Manager Pro.

# IP Office External Call Lamp Indication

The IP Office external call lamp indication allows users to determine if the covered call is internal or external. IP Office external call lamp indication is new IP Office systemv7 wide configuration parameter to select the LED flash pattern for external calls on Bridged and Coverage appearances.

# IP Office Firewall



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The IP Office integrated firewall provides packet filtering of the most common IP protocols including File Transfer Protocol (FTP) and Internet browsing (HTTP). Each protocol passing through the firewall can be restricted/ allowed access in four different ways:

- Drop
  - No sessions via this protocol will be allowed through the wall
- In
  - An incoming session can "punch a hole" in the wall to allow traffic in both directions
- Out
  - An outgoing session can "punch a hole" in the wall to allow traffic in both directions
- Bothway
  - An incoming or outgoing sessions can "punch a hole" in the wall to allow traffic in both directions.

In cases where a protocol is not supported by default, the firewall can be customized to control packets based on their content. IP Office allows the configuration of as many firewalls as needed through IP Office Manager. This permits different security regulations to be applied to individual dial-in users and data services.

# IP Office Follow Me

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The IP Office Follow Me To facility allows a user to take their calls from another location, whether this is an internal or external number. This feature can be set at the user's extension, via Phone Manager or via One-X portal. The Follow Me Here facility allows a user to take their calls from another extension. This feature can be set at the destination extension. In both cases, if the redirected call receives busy tone or is not answered then the call behaves as though the user's extension had failed to answer and will follow the user's Forward settings.

IP Office Follow Me is similar to IP Office Forwarding except that the destination can only be an extension on the same IP Office as the user making use of the feature. Follow Me is typically used when a user is going to be working away from their desk, for example in a workshop. All the call settings the user has on their main phone will apply to calls that follow the Follow Me feature, including forward on busy or no answer.

## Follow Me To & Follow Me Here

IP Office Follow Me can be set either from the users main phone - IP Office Follow Me To - or from the phone where they want calls to be received - IP Office Follow Me Here. Several people can have their phones forwarded to a Follow Me destination and if the phone has a display it will indicate who the call is for.

# IP Office Forward Hunt Group



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With IP Office forward hunt group, calls for a hunt group that the user belongs to can also follow forward unconditional. The IP Office hunt group must be set for either sequential or rotary ring type and if the call is not answered at the forward destination it will follow the hunt group call handling instead of going to voicemail. This can be particularly useful in a sales or support environments where a number of people may be out of the office on Mobile phones but still participate in the hunt group as if in the office.

# IP Office Forward On No Answer

IP Office forward on no answer is optionally triggered if a call has been ringing for a user but they have not answered it within the configured answer time, this includes calls that have been indicating call waiting if enabled.

# IP Office Forward Unconditional

IP Office forward unconditional sends all calls for the user to the forward unconditional number, but if the call is not answered within a user's timeout period the call will be sent to IP Office voicemail, if enabled.

# IP Office Group Paging

An often underused feature, IP Office group paging allows POT ports to be configured for connection to external tannoy or paging systems. All Avaya digital and IP phones supported on the IP Office that have loudspeakers can be used to receive broadcast audio messages without having to install a separate paging system. Paging can be to individual phones or groups of phones. Analog extension ports can be configured for connection to external overhead paging systems, usually through an adapter, such that a port can be included in a paging group to permit mixed phone and overhead paging.

Some Avaya digital and IP phones are able to answer a page by pressing a key while the page is going on, this terminates the page and turns it into a normal call. This feature is supported across the IP Office Small Community Network.

# IP Office Dial By Name

IP Office includes a Dial Name feature for making internal and external calls. It allows users to make calls by dialing the name on their telephone keypad and making a selection from the displayed matches or dialing further characters to improve the match. When used to make internal calls, the name matches are based on the User Names and Full Names programmed into the system. If a user has a Full Name programmed then that takes precedence over their User Name.



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When used to make external calls, the name matches are based on entries in the IP Office Directory. Within a Small Community Network, remote User Names, Full Names and Group Names are shared and thus are available for the Dial By Name feature. Directories are not shared within a the Small Community Network, so only the Directory of the user's local IP Office is available.

# IP Office Hold Call Waiting

IP Office Hold Call Waiting is a compound feature combining hold and answer and provides a convenient way to hold an existing call and answer a waiting call through a single button press.

# IP Office Hot Desking

IP Office Hot Desking allows a number of users non-exclusive use the same extension. Each user logs in with their own identity so they can receive calls and can access their own Voicemail and other facilities. For example, sales personnel who visit the office infrequently can be provided with telephony and Voicemail services without being permanently assigned a physical extension. When finished, they simply log out to make the extension available to others or if users log in at another phone, they are automatically logged out of the original extension.

# IP Office Hot Transfer

IP Office Hot transfer is the ability to transfer a call without personally answering the call. A user can perform a Hot Transfer via a PC application, for example, Phone Manager. This will display information regarding the caller, which may assist the user to decide who to pass the call on to. The extension receiving the transferred call will be informed, via Caller Display, where the call was transferred from and pass on any available information regarding the original caller.

# IP Office Huntgroups

An IP Office hunt group is a collection of IP Office users, typically users handling similar types of calls, e.g. a sales department. An incoming caller wishing to speak to Sales can ring one number but the call can be answered by any number of extensions that are members of the hunt group. Four modes of call presentation are supported on IP Office;

- Sequential - One extension at a time sequentially always starting at the top of the list.
- Collective - All extensions in the hunt group simultaneously.
- Rotary - Start with the extension in the list immediately following the extension that answered the last hunt group call.
- Longest Waiting - Start with the extension that has been free for the longest time.

A new option has been added to IP Office, "Assign Call On Agent Alert", which means that CTI applications will always correctly report the details for the call that is alerting. The previous (default)



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behavior is now termed "Assign Call On Agent Answer" and ensures that the call at the head of the queue is always answered first.

If all extensions in the IP Office hunt group are busy or not answered, another hunt group, called an Overflow Group, can be used to take the calls. An overflow time can be set to stipulate how long a call will queue before being passed to the Overflow Group (this can be configured either for individual calls or for all calls in the group). The system can change the status of users who do not answer a hunt group call presented to them. The user can be put into busy wrap-up, busy not available or logged out. The change of status can be set per user and the use of this option can be set per hunt group.

Outside normal operation a IP Office hunt group can be put into two special modes; Night Service and Out of service. In Night Service calls are presented to a Night Service Group. This can be controlled automatically by setting a time profile which defines the hours of operation of the main group or manually using a handset feature code.

Night service fallback using a time profile is no longer applied to a hunt group already set to Out of Service. The Out of Service mode is controlled manually from a handset. While in this mode calls are presented to the Out of Service group. IP Office Voicemail can also be used in conjunction with hunt groups to take all group related messages, play an announcement when the hunt group is in Night Service or Out of Service mode and give announcements while a call is held in a queue. For internal voicemail use a broadcast option is provided. This feature will alter the voicemail box operation so that the message notification will only be turned off for each hunt group member when they retrieve their own copy of the message.

# IP Office Hunt Group Enable Disable

IP Office Hunt Group Enable Disable is the ability for a user to enable or suspend their membership of hunt groups. An IP Office user may need to temporarily join or leave individual hunt groups, for example to cover a peak of calls without changing the system programming. An IP Office team supervisor or administrator may not usually take calls for a team but at times of high traffic they may join the group to take calls and when the peak is over leave the group to resume their regular tasks. To use this IP Office feature the user must be configured as a member of the hunt group by the systems administrator, it is not possible for a IP Office user to arbitrarily join a hunt group that they have not been identified as a member of.

# IP Office Idle Line Preference

IP Office Idle Line Preference provides the ability to select a specific external line (for companies that prefer to work in key-system mode). With IP Office idle line preference set, going off hook will select the first Idle line appearance and the user will be connected to an outside line.

# IP Office Incoming Call Routing

Traditionally incoming calls used to be presented to an operator who then decided where to pass the call. IP Office supports intelligent incoming call routing capable of making routing decisions based on



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a number of criteria. The system currently supports incoming call routing based on, the calling parties telephone number or CLI/ANI (This could even be part of the number received such as an area code), routing based on presentation digits from the exchange such as DDI/DID or ISDN MSN, routing based on sub-address and routing based on the service type i.e. Voice Call, Data Call, etc. It is even possible to look for multiple criteria so, for instance, an IP Office DDI/DID call to a sales group could be handled differently depending on which part of the country the call is originating from.

Each IP Office incoming call route also supports a secondary destination night service that can provide alternative routing for an incoming call based on time of day and day of week criteria. IP Office calls that cannot be routed to the configured destination are re-routed to a user defined Fall Back destination. This can be particularly useful where calls are normally answered by an auto-attendant and a network fault occurs. Where multiple IP Office call routes are set up to the same destination, a priority level can be associated with the call. This priority level is used to determine a calls queue position in place of simple arrival time. Note: IP Office calls that are ringing a free extension are not considered queuing and are not effected by a high priority call joining a queue.

# IP Office Inclusion

IP Office Inclusion enables selected users to intrude on calls that are already in progress. The intruding party intrudes on the existing call and all parties hear a tone. The speech path is enabled between the intruding party and the called user; the other party is forced onto hold and will not hear the conversation. On completion of the intrusion the called party speech path is reconnected to the original connected party. The feature is enabled or disabled on a per user basis through IP Office Manager.

# IP Office Information On Hold

After hearing impressive sounding messages on-hold at larger companies, many small shop, small medical practice or home-based business owners may have considered playing promotional messages on-hold for their callers only to be frustrated in their efforts to get them implemented with the single-line or multi-line telephones they currently use. They can take heart. IP Office has smiled on them! IP Office Information on hold is an alternative to music on hold. Information on hold allows you to inpart information to the customer who is on hold which might be part of a sales or marketing pitch. This is especially useful for call and customer service centres, but also has uses for many other organisations & small companies.

# IP Office Integral Layer 3 Switch

Layer 3 switching is particularly useful in situations where it is desirable to have a trusted and unsecured network, where the unsecured network is uncontrolled and carries public traffic on it. It is possible to set up a firewall between two LAN segments using the IP Office layer 3 switch. IP500 V2 supports a two-port Layer 3 Ethernet switch with the firewall between them. Both of these switched ports have their own IP addresses (LAN1 and LAN2) and in order for traffic to pass from one port to the other, a route is configured in the systems routing tables.



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# IP Office Internet Access

While the telephone is still the number one business communication tool, Internet access is becoming increasingly important for business-to-business communications. The ability to send and receive email, is now considered mandatory when dealing with many suppliers and customers, while access to the Internet for ecommerce applications and information has become vital. IP Office systems provide shared, secure, high-speed access to the Internet via exchange lines (Central Office), digital leased line or IP VPN services.

Internet security concerns are addressed through the provision of an integrated firewall so removing the need for a standalone firewall. The firewall can be configured to cater for a variety of situations and will allow customers to control who can access external resources and when. The firewall isolates your private networks from the Internet, thereby ensuring that your network remains beyond the reach of hackers, while configurable service quotas can be set against a remote access service to ensure authorized users can gain access.

Service Quotas can place a time limit on outgoing calls to a particular IP Service so limiting costs. Each service can be configured with an alternative fall back, for example, you may wish to connect to your ISP during working hours and at other times take advantage of varying call charges from an alternative ISP. You could, therefore, set up one service to connect during peak times and another to act as fallback during the cheaper period.

# IP Office Intrusion Warning Tone

IP office intrusion warning tone quite simply offers a system wide setting that enables or disables warning tones played to users that are being intruded upon. This is a legal requirement in some monitoring instances.

# IP Office Internal Twinning

IP Office internal Twinning is typically used in scenarios like workshops or warehouses where team supervisors may have a desk with a fixed phone but also have a wireless extension (e.g. DECT). When a call is made from either IP Office twinned phone, the call will appear to have come from the primary phone (when the secondary is an extension on the IP Office system). Other users of the system need not know that the supervisor has two different phones. The supervisor's Coverage Timer and No Answer Time are started for the call and if the call is not answered within that time, the call will be delivered to available coverage buttons (if applicable) and then Voicemail (if applicable). The following features are supported with IP Office internal twinning:

- Follow Me To
- Follow Me Here
- Forwarding
- Do Not Disturb (inc exceptions)
- Context less hunt group actions: Membership / Service Status / Fallback Group configuration
- Voicemail On / Off / Access



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- Call Log (Central Call Log for T3 and 1600 phones only)
- Redial (Central Call Log for T3 and 1600 phones only)
- Personal Directory Entries (for T3 and 1600 phones only)

# IP Office iPhone Client

Integrating your iPhone with IP Office couldn't be easier! By using the Iphone client, users can set their Iphone to behave just like an extension at the office, and by combining a premicell onto your IP office installation calls to mobiles become free using your office phone number. The IP Office Iphone application supports all the basic call features that you need to use the iPhone as your main mobile phone:

- Dial Tone - Provide IP Office dial tone to the user. Similar to Mobile Call Control.
- Active Appearance Call Select - Attempt a call acquire (steal) on the user's primary extension. If there is no active or ringing call to acquire, give IP Office dial tone.
- Automatic Callback - Set a ringback when free when calling an IP Office extension number that does not answer or returns busy.
- Call Forwarding All Calls - Switch forward unconditional on.
- Call Forwarding Busy - Switch forward on busy and forward on no answer on.
- Call Forwarding Deactivation - Switch all forwarding off.
- Call Park - Park call on the IP Office using the user's extension ID.
- Call Unpark - Unpark a call parked using the user's extension ID.
- Call Pickup Group - Call Pickup Any
- Call Pickup Directed - Directed Call Pickup using the entered user or hunt group number.
- Calling Party Number Block - Make a call from IP Office with CLI withheld.
- Calling Party Number Unblock - Make a call from the IP Office with CLI allowed.
- Conference on Answer - Make an additional call and add them to a conference.
- Drop - Drop last party added to a conference.
- Exclusion - Make the existing call private. Repeat to remove privacy from existing call.
- Held Appearance Select - Pickup a held call on the user's primary extension.
- Dial Tone - Same as 00 - Dial Tone.
- Off PBX Call Enable - Switch the user's Mobile Twinning on.
- Off PBX Call Disable - Switch the user's Mobile Twinning off.
- Send All Calls Enable - Do Not Disturb On.
- Send All Calls Disable - Do Not Disturb Off.
- Transfer On Hang Up - Unsupervised transfer.
- Transfer to Voicemail - Transfer the held IP Office call to the user's voicemail mailbox.

# IP Office IP Licences

IP Office uses licenses to enable various features; one of these is IP licenses which for IP handsets. These licenses can be used on any IP phone, and are available for use on any IP handset of your choice. One of the beauties of the IP Office is that additional licences only need to be purchased as your business grows so your system is not overly expensive because the featured are geared at small business. In other words rather than beibng geared towards 250 initially (and the cost that this means), the number is smaller (ergo, lower base costs) but the ability is there to ramp up



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incrementally. This is one of the ways that we keep the purchase cost down for smaller bundles that we offer.

# IP Office ISDN2e Card

An IP Office ISDN2e card is optional extra IP Office hardware that enables your IP Office telephone system to connect through ISDN2e. The IP Office ISDN2e Card (BRI Trunk Card (Euro ISDN)) is added to an IP Office 500 Digital Station card, Analog Phone card or VCM card. It allows that card to then also support up 4 BRI trunk connections, each trunk providing 2B+D digital channels. The card is available in 2 port (4 channels) and 4 port (8 channels) variants. From IP Office release 4.2 onwards, the ports on IP500 BRI cards can be individually configured to operate as an S-interface (S0 mode). When set as an S interface the settings for the Line will be exactly the same as for a circuit on an So8 Expansion Module. These trunks support the mobility features of Mobile Call Control and one-X Mobile client support introduced in Release 4.2.

# IP Office IVR

IP Office IVR can be used to control almost any function where the communication can be broken down into a series of simple menu choices. In IP Office use, such as customer support lines, IVR systems scale well to handle large call volumes. Avaya IP Office Voicemail Pro supports the ability to construct powerful interactive systems based upon DTMF telephone key entry. This is achieved by using the flexibility provided from the built in call flow actions. As a caller passes through any part of a defined call flow the system is capable of interacting with most third party databases through the use of the standards based ADO interface (ActiveX data objects). The system is capable of retrieving information from a database and writing information into databases. The result of this is that powerful Interactive Voice Response systems (IVR) can be designed to specifically meet the requirements of the business and the customer experience that is required.

The use of IP Office IVR and voice automation enables a company to improve its customer service and lower its costs, due to the fact that caller queries can be resolved without the cost of a live agent who, in turn, can be directed to deal with specific areas of the service. If the caller does not find the information they need, or require further assistance, the call is then transferred to an agent who can deal with them directly through CTI integration. This makes for a more efficient system in which agents have more time to deal with complex interactions, for example, customer retention, up selling, cross selling and issue resolution. This way, the customer is more likely to be satisfied with a personalised service and the interaction is likely to be more fulfilling and rewarding for the agent, as opposed to dealing with basic enquiries that require yes/no responses, such as obtaining customer details. Employee satisfaction is important in the telecommunications industry due to the fast turnover of staff, IP Office IVR is therefore one way of retaining a workforce and allowing them to do a more effective job. IP Office IVR also enables customer prioritisation. In a system whereby individual customers may have a different status, for example, a bronze, gold or platinum card holder, the service will automatically prioritise the individuals call and, in the case of a platinum card holder, move them to the front of the calling queue.

Avaya Voice Mail Pro already has out-of-the-box IVR system applications. However, if an even higher degree of sophistication is required in your IVR system application, custom programs written in Microsoft Visual Basic can be integrated into the voicemail system - making the power of the voice mail system to integrate with your accounting, customer management, and product management databases virtually unlimited, especially in combination with TTS. A text-to-speech (TTS) engine is



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the piece of software that raw data, such as an account balance, is "read" to a caller over the phone. The Avaya IP Office IVR solution comes with its own TTS engine.

IP Office IVR systems are typically used to service high call volumes, reduce cost and improve the customer experience. Many IP Office IVR users use IVR services to extend the business hours of operation. Typically callers speak information into their phone and this is then used to complete their enquiry, order or contact without a live agent, 24/7, 365/365. Examples of typical IP Office IVR applications are:

- telephone banking
- televoting
- credit card transactions
- helpdesk systems
- customer servey systems
- customer surveys
- Information Bulletin Boards
- order taking
- order processing
- support desks
- contact centres
- call centre caller segmentation
- secure access to information through PIN checking
- remote time sheet management

# IP Office Key and Lamp Operations

The Busy Lamp Field feature allows you to see at a glance who is available to take a call, who is already on a call, who has forwarded their phone, and who has placed their phone on Do Not Disturb. IP Office offers a full range of Key and Lamp features on Avaya feature phones. These features include; Line Appearance, Call Appearance, Bridged Appearance and Call Coverage. As these features require a phone with buttons and indicators, the features are only supported on certain Avaya digital and IP phones. Key and Lamp operation is not supported on analog phones.

IP Office can also have a ring delay set on each appearance button to allow time for the target number to answer before other extensions ring, or visual alert only without ring. In Key and Lamp operation, IP Office supports up to 10 buttons on each telephone and 10 telephones with the same line appearance.

# IP Office Languages

Avaya digital and IP phone menus and displays are available in many languages and usually the system default setting will be applicable to all telephones, however it is possible to have language set on an extension by extension basis, this will also change the language of menus for IP Office Voicemail.



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# IP Office LAN to LAN

All businesses now have a need for data routing whether it's a requirement to share resources such as email servers, file servers and internet gateways, or seamlessly transport data between sites or network to and from their customers and suppliers. This is why each IP Office platform offers IP routing as standard.

Embedding a router within IP Office removes the costs, complexity and additional points of failure of external WAN multiplexers by allowing data and voice traffic to converge and share the network resources of IP Office. These network resources can range from dial up ISDN connections, point-to-point leased circuits, managed IP networks or Frame Relay as IP Office supports all these types of network connections.

# IP Office LAN WAN Services

The IP Office IP500 V2 supports a firewalled 2 port Layer 3 Ethernet Switch. When computers on the LAN communicate they do not care where the destination is, they just send messages with the address of the destination. These messages are likely to be received at all other computers on the same network but only one - the target destination - will act on the message. Where the destination is on another network, the router is needed to be the "gateway" to the rest of the world and find the optimum route to send the message on to the destination. The router alleviates the need to establish and hold a call for the duration of a communication session (when messages or IP packets are being sent between source and destination) by automatically establishing a connection only when data is to be passed.

Routers may be connected together using WAN (Wide Area Network) links that could be point-to-point leased lines, managed IP networks, Frame Relay networks or exchange lines (Central Office). The IP Office system supports all of these types of network connections. IP Office has an integral router with support for bandwidth on demand that allows the negotiation of extra bandwidth dynamically over time. Where connection is over ISDN, IP Office initiates extra data connections between sites only when there is data to be sent or sufficient data to warrant additional channels. It then drops the extra channels when they are no longer needed. The calls are made automatically, without the users being aware of when calls begin or end. The rules for making calls, how long to keep calls up etc, are configurable within IP Office. It is possible to have several different routing destinations or paths active at any time linking the office to other offices and the Internet simultaneously.

# IP Office Least Cost Routing

By configuring Least Cost Routing on IP Office calls may be routed via an alternative carrier. Time profiles can also be used to allow customers to take advantage of cheaper rates at specific times. Multiple carriers are also supported. For example, local calls are to go through one carrier between specific hours and international calls through an alternative carrier. Carrier selection using 2-stage call set up via in-band DTMF is possible.



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# IP Office Line Appearance

IP Office Line Appearance is a representation of a trunk line on the IP Office system where the indicator tracks the activity on the Line. Only external calls can be answered or made on Line Appearances. Line appearances can be used with Analog, E1 PRI, T1 PRI and BRI trunks PSTN trunks.

# IP Office Linux Parity

IP Office R8.0 adds parity between Preferred Edition on Windows and Linux with respect to the following features:

## Text to Speech:

The following TTS features that are supported on Windows will be supported by VM Pro on Linux:

- Creating and executing a SpeakText Action
- Recording action prompts using TTS
- Reading Email using TTS - Users can read their e-mail via the TTS capability of Preferred Edition with MAPI integration. This capability will work the exact same way on Linux as it does when Preferred Edition is running on Windows.
- All languages supported on Windows will be supported by VM Pro on Linux except Hungarian, Korean and Cantonese

## Exchange Integration via MAPI:

This feature integrates VM Pro on Linux with Microsoft Exchange via MAPI. Voicemail messages for Preferred Edition on Linux can now be placed into Exchange and can be managed in either place. Full two-way synchronization between the Exchange store and the Preferred Edition store is possible. The integration is enabled using a new MAPI proxy service that acts as a relay agent between the Preferred Edition on Linux and Exchange server. The MAPI proxy service can be installed on any Windows system on the same network as the Exchange server.

# IP Office Manager

IP Office Manager is IP Office's main configuration tool; a simple to use yet comprehensive Windows GUI for IP Office installation, configuration and subsequent moves and changes. As with all IP Office applications, IP Office Manager is multi-lingual and coupled with the ability to use the application both locally and remotely, it is possible for an administrator to manage any of their IP Offices from any country using their local language preference.

Access to each IP Office is protected by passwords and definable user rights. This allows IP Office Manager to operate according to any administrator's level of expertise. IP Office Manager operates on a local copy of the IP Office configuration file. Configurations are prepared and reviewed 'off line'



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before committing to the IP Office. This has the benefit of ensuring a backup copy of the system configuration is always available for disaster recovery.

IP Office Manager has a built-in audit trail that tracks changes to the system configuration, and who has made them. IP Office Manager can display the audit trail to assist with problem resolution. The audit trail records the last 15 changes in the configuration and records the following elements:

- Configuration Changed - For configuration changes, the log will report at a high level on all configuration categories (users, hunt group...) that have been changed.
- Configuration Erased
- Configuration merged
- Reboot - user instigated reboot
- Upgrade
- Cold Start
- Warm Start
- Write at HH:MM - This is when the administrator saved the configuration via the schedule option
- Write with Immediate Reboot
- Write with Reboot When Free

IP Office Manager is also used for maintenance functions such as:

- Upgrade to the IP Office system software
- Systems running 2.1 or later have the added benefit of being able to send software over an IP network link to a system and have it validated before committing to the upgrade
- IP Office Manager Release is backwards compatible with systems from release 2.1 onwards to allow a single management application.
- Importing and Exporting IP Office configuration information in ACSII-CSV files. Manager will create files for the following data
- Configuration.csv which is a complete list of items as per IP Office Manager and earlier
- Directory.csv containing fields name, number
- HuntGroup.csv containing fields hunt group name, hunt group extension, group, hunt, rotary, idle, queuing, voicemail, broadcast messages, email address
- License.csv is import only containing fields licence option, licence key
- ShortCode.csv containing fields short code, telephone number, feature name
- User.csv containing fields name, extension number, user right, email address
- User templates for rapid programming and user rights for setting up user access levels

# IP Office Maximum Call Length

IP Office Maximum Call Length is an IP Office feature that allows the IP Office system to control the maximum duration of any call based on the dialed number. This for example could be used for controlling calls to mobile networks or expensive data calls made over the public network to ISPs.

# IP Office Meet Me Conference



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IP Office Meet Me Conference is also known as a conference bridge, and is an IP Office facility which allows users to dial into a pre-configured conference set up by the system administrator. Voicemail Pro provides a pre-configured facility to allow callers to be routed to a conference. This provides added security through the use of Passwords and time/date checking.

# IP Office Message Waiting Indication

IP Office Message waiting indication (MWI) is a method IP Office uses to set a lamp or other indication on compatible telephones when a new message has been left for the user, either in a personal voice mailbox or in a group mailbox or call back message. When the message has been played or acknowledged, the lamp is turned off. All Avaya digital and IP phones have in-built message waiting lamps. one-X Portal for IP Office and Phone Manager also provide message waiting indication on screen.

For analog phones, from IP Office 3.1 a variety of analog message waiting indication (MWI) methods are provided. Those methods are 51V Stepped, 81V, 101V and Line Reversal. The MWI method must be selected from the IP Office Manager when configuring a system to match the properties of the analog phones. Note that the 101V signaling is only available on IP500 Phone cards and expansion modules plus version 2 IP400 Phone 8, 16 and 30 expansion modules, not on the IP406 V2 control unit.

# IP Office Messaging

IP Office offers several messaging applications designed to meet the needs of any size business. IP Office VoiceMail Lite, Embedded Voicemail and VoiceMail Pro offer automated attendant, voicemail, unified messaging, e-mail reading, fax routing, Integrated Voice Response (IVR), text-to-speech (TTS), centralized voicemail, and networked messaging.

IP Office Voicemail provides a telephone answering machine with a personalized greeting on every employee's desk and allows callers to leave spoken messages when the user cannot answer a telephone call. Voicemail messages are retrieved either locally or remotely via any telephone (users are prompted for a PIN if they are using any telephone other than their allocated extension or a trusted location e.g. mobile telephone). For users who prefer to have email as their main message store, they can forward their voice messages to their email and collect them via their email account.

IP Office messaging applications are a good tool to ensure that every call is answered, even after hours or when everyone is busy, and that messages are properly and efficiently managed. Employees stay connected to the business at all times from any location, helping customers reach the right person, extension or department, which can lead to improved customer satisfaction. Employee efficiency and productivity are maximized as calls are appropriately routed and quickly handled during peak call periods.

IP Office visual voice provides quick access to voicemails and commonly used messaging features.

# IP Office Mobile Call Control



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فروش : ۵۰۰ ۲۲۹ ۸۴ خدمات : ۹۹۹ ۲۲۹ ۸۴ نمایندگی ها : ۷۷۷ ۲۲۹ ۸۴
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IP Office Mobile Call Control allows a user who has answered a twinned call on their mobile/cell phone to dial a DTMF sequence ** (star-star) to put the call on hold and receive IP Office system dial tone. The user will then be able to perform supervised and un-supervised transfers, shuttle (switch between held calls), and conference (Conference add and transfer to a meet-me conference). Mobile Call Control is a mobility feature similar to but independent of one-X Mobile. It allows any mobile phone user to access IP Office features without using the one-X Mobile client application.

Mobile users can gain access to the Star Star Service dial tone when they receive a twinned call. After receiving a twinned call, the mobile user can dial ** to place that call on hold and get dial tone from the IP Office. Once the mobile user receives IP Office dial tone, any subsequent dialing done is interpreted as if the user is logged into an analog extension on the IP Office. To gain access to the Star Star Service dial tone, the mobile user can dial the FNE 31 DID/DDI that has been programmed in the IP Office. Similarly, once dial tone is heard, the user can dial numbers and short codes as if the user is logged into an analog extension on the IP Office. Mobile Call Control and one-X Mobile require twinned calls to be routed through specific trunk types on IP500 / IP500v2 only:

- IP500 PRI-U (single or dual) trunk cards
- IP500 Dual or Quad BRI trunk cards
- SIP trunks (RFC 2833)

# IP Office Mobile Twinning

IP Office Mobile Twinning, enabled using the IP Office mobility license, gives the ability to use a mobile as an extension of your office phone. This allows users to offer a one number approach while also controlling their accessibility, letting users be more mobile whether in or out of the office. IP Office Mobile twinning can be used for mobiles or any other external number (eg: home phone/home-workers), and requires no additional IP Office Hardware. In practical terms, the 'one number' approach adopted and promoted within Avaya IP Office means that companies don't become dependant on the mobile numbers of their employees. For example, if a salesman leaves his/her position, the company will not lose business contacts because the call still goes to the company phone number rather than the employee's mobile number.

A typical use for IP Office Mobile Twinning would be for a salesperson who has a desk extension but is often out of the office. They can give out one phone number to clients, but it will ring their mobile/cell phone as well as the desk extension. External mobile devices can be set as twinning targets even if the primary telephone is logged out (e.g. in the case of a "virtual" extension).

# IP Office Mobile Call Back

To avoid any call charges when using a mobile phone the IP Office Mobile Call Back feature has been implemented: When calling a particular number at the IP Office, IP Office will reject the call and will call back the mobile number if this number has been identified as an eligible one. After accepting this call the mobile user gets a dial tone and can establish another call. Depending on the service provider's tariff, there are no call charges (except possible roaming charges) on the mobile invoice. IP Office Mobile Call Back is very useful for employees using their personal mobile phone for business only from time to time: their personal mobile phone number stays confidential and they do not to claim mobile charges back from the business.



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# IP Office Mobile Messaging

IP Office mobile messaging means managing your voice messages together with email messages using the mobile phone. Similar to a unified messaging solution on the desktop PC it enables the user to manage all of their daily messages in one place, in this case the mobile messaging application of the mobile phone (like for example Outlook Mobile on Windows Mobile devices). At the low end of the range of mobile messaging options is the simple voicemail-to-email forwarding using SMTP, which is standard with both the Essential and Preferred Edition.

The synchronization of the voice message status between all a user's devices (Outlook, voicemail telephone interface, one-X Portal, mobile / cell phone) so that listening to a new message at one device changes the message status from new to old in all of these interfaces requires the Preferred Edition. It contains an IMAP interface to integrate the VoiceMail Pro solution with any IMAP capable email system. With the IP Office Preferred Edition in conjunction with an Exchange 2007/2010 Server it is possible to synchronize received voice mails with the email system. If the email system also empowers mobile users to receive, manage, and send messages by their mobile phone ('Mobile Email') all voice mails can be managed as well from the mobile / cell phone.

Together with an appropriate mobility solution like Blackberry the Exchange 2007/2010 integration enables visual voicemail on mobile devices. The voice mails provided by the Preferred Edition are specially marked as voicemail so Exchange 2007 handles them different from standard emails so that a mobility solution will be able to show voice mails on the display of the mobile device. Users can now browse through the voicemails, identify high priority ones by caller information and listen to them first.

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# IP Office Mobile Worker

The IP Office Mobile Worker User Profile is targeted at users with mobile devices and no internet connection to the office, e.g. field sales and service staff who are often on the road. They are provided with functions such as one number access and call control as if "in the office", enabling them to never miss a call.

The IP Office Mobile Worker license enables a user to be configured to use the IP Office mobility features. Those features include Mobile Twinning, Mobile Call Control (IP500 only), one-X Mobile Client and use of Text to Speech (TTS) for listening to your emails remotely.

# IP Office Mobility

IP Office has a large raft of mobility features designed to help your salesmen on the road get the best out of their system. The dedicated user profile "IP Office Mobile Worker" encompasses many of these features, designed as it is for staff who are often out of the office, but don't require a laptop, IP Office Mobile Worker keeps them readily accessible. Wherever they're working - with clients, between stores/locations, down the hall, in the warehouse, or on the road - Mobile Worker turns any phone (cell or home phone, for instance) into an extension of their office phone, with many of the call handling features available in the office. You will find details of many of these features on the AVAYeRASA IP Office subsite.



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### IP Office Mobile Worker License

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# IP Office Monitor

The IP Office Monitor application is a real-time maintenance utility to assist with IP Office trouble-shooting. As the application connects to the IP Office over an IP connection it can be used from both local (LAN) and remote locations (WAN). A simple interface allows an engineer to select which protocols and interfaces are to be monitored and decoded. The trace can either be captured directly to screen or as a log file for later analysis. Traces from different protocols can be color coded to



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improve the clarity of large log files. In addition to monitoring, the application captures system alarms and will display an activity log of the last 20 alarms that have occurred.

# IP Office Monitor Calls

IP Office Monitor Calls is a handy contact centre feature. With IP Office Monitor Calls, a user can monitor other people's calls by listening in. This feature is not available by default; it must be specifically enabled in the system configuration. An option exists to have a beep tone indicate when monitoring is in use. The user is only able to listen; they cannot speak into the conversation being monitored. A different feature, call intrude, allows a user to speak into the conversation.

# IP Office Multi Site Networking

Known as small community networking in the IP Office world, when connecting IP Offices together over IP or Packet based networks, Small Community Networking enhances feature transparency. These networks can support up to a maximum of 1000 users across 32 sites. With IP Office small community networking, the following additional features are available:

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- Busy Lamp Field
- Camp-on
- Call Back When Free
- Paging
- Call Pick-up
- Centralized Personal Directory for 1400, 1600, 9600 and T3 Telephones as well as Avaya one-X Portal for IP Office
- Centralized System Directory for 1400, 1600, 9600 and T3 Telephones as well as Avaya one-X Portal for IP Office
- Centralized Call Log for 1400, 1600, 9600 and T3 Telephones as well as Avaya one-X Portal for IP Office
- Centralized Voice Mail (Preferred Edition)
- Support for mailboxes, call recording, dial by name and auto attendants.
- Remote queuing on remote systems.
- Distributed/Backup Voice Messaging
- Internal Directory
- Absence Text Message
- Anti-Tromboning.
- Distributed Hunt Groups
    - Hunt groups can include users located on other IP Office systems within the network. Note that Distributed Hunt Groups are not supported for use with CCR.
- Remote Hot Desking
    - Users can hot desk between IP Office systems within the network. The system on which the user configured is termed their 'home' IP Office; all other systems are 'remote' IP Offices. Note that Remote Hot Desking is not supported for use with CCC and CCR
- Breakout Dialing



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- This feature allows the user to select an IP Office system in the network from a displayed list and then dial a subsequent number as if dialing locally on the chosen system. This feature is triggered either by a programmable button or short code.

# IP Office Network Number Schemes

IP Office uses fully flexible network numbering options. Dialed digits can be manipulated to add or remove digits, access codes etc. in order to fit into any numbering scheme. Two types of numbering schemes are commonly deployed - 'Linked Numbering' and 'Node Numbering' schemes. In linked numbering schemes each site within the network has a unique range of extension numbers and users simply dial the extension number of the called party.

Often, linked numbering schemes are used in very small networks (< 5 sites) with less than 500 extensions. With node numbering schemes each site is given a node ID and this is prefixed by the user when dialing extensions at other sites. In this way extension numbers can be replicated across sites while still appearing unique across the network. Node numbering schemes are common in larger networks. Linked numbering schemes and node numbering schemes are sometimes both used within the same network with node numbering used at the large offices and linked numbering employed at clusters of satellite offices.

# IP Office Night Service

IP Office Night Service gives your company 24/7 control over your phone lines. When a Hunt Group is in Night Service mode the Hunt Group is temporarily disabled. Callers to this Hunt Group will receive the busy tone or, if Voicemail is operational, played the Out of Hours greeting. Alternatively an IP Office Night Service Fallback group can be used to provide cover, e.g. pass calls to a manned extension or an external number, e.g. a mobile. A Hunt Group can be switched to Night Service mode by a user dialing the appropriate short code by any extension or by specific users.

In IP Office Night Service calls are presented to a Night Service Group. This can be controlled automatically by setting a time profile which defines the hours of operation of the main group or manually using a handset feature code. Voicemail can also be used in conjunction with Hunt Groups to take all group related messages, play an announcement when the Hunt Group is in Night Service or Out of Service mode and give announcements while a call is held in a queue.

# IP Office Networking

Small Community Networking links support multiple IP Office systems via a standard data network, providing feature transparency and advanced applications such as centralized voice messaging. Businesses can extend communications capabilities like messaging to remote locations, unify voice communications across multiple sites, or connect branch sites. Networking can cost-effectively enhance the value of an existing data network by improving operations, inter-company communications, and processes - all while controlling communications and system management costs.



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# IP Office Off Switch Call Inhibit

The wordily named "IP Office Off Switch Call Inhibit" feature is a system wide setting that prevents external calls being forwarded off switch as a precaution against toll fraud. This also prevents trunk to trunk transfers.

# IP Office Office Worker

The IP Office Office Worker User Profile is targeted at users who are working in the office. In conjunction with a wired or wireless Avaya Phone, they are provided with functions to control their communication with a PC e.g. control audio conferences or enabling them to control the voicemails with an e-mail client (this requires Preferred Edition). The Office Worker license enables a user to use Unified Messaging Service (UMS) and one-X Portal for IP Office (without Telecommuter functionality).

# IP Office On Hold Music

The IP Office system now supports up to 4 sources of music on hold - one system source which may be external, internal (WAV) or tone, plus up to 3 additional internal sources. The internal sources are .WAV files saved either in volatile memory, or on the optional memory card in an IP500 and IP406 V2. The .WAV file must be 16bit PCM mono and sampled at 8Khz with a maximum duration of 30 seconds. Alternate sources for music on hold are selectable for use by Incoming Call Routes or Hunt Groups. On IP500 systems, each source can be up to 90 seconds long (30 seconds on IP406 V2 and IP412). External music on hold sources connect to the 3.5mm Audio socket on all IP Office control units.

# IP Office On Hold Messaging

However, music on hold can also be a wasted opportunity. AVAYeRASA have found that some of the most successful applications of on-hold music have not neccessarily involved using music at all but spoken messages. For example, new product promotions can be effectively broadcast to your customers in this manner. We have several clients who have made extremly profitable use of this feature.

# IP Office One-X Portal

Avaya one-X Portal for IP Office is a server based applications that the user accesses with their web browser. The Avaya One-X Portal for IP Office is an application that provides users control of their telephone from a networked PC. Avaya One-X Portal for IP Office can be used with any IP Office extension; analog, digital or any IP telephones, wired or wireless, and is available as part of the IP Office Office Worker, Power User or Teleworker editions. Avaya One-X Portal for IP Office is a server based application that the user accesses via web browser. Via separate gadgets, Avaya One-X Portal



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for IP Office provides easy access to telephony features, call information, call and conference control, instant messaging, directory and VoiceMail Pro mailbox. One-X Portal has a number of 'gadgets' that can be dropped into the screen in the manner of windows panes, each of which adds different functionality:

## One-X Portal Calls Gadget

Caller ID is presented as standard (where provided) allowing users to see who's calling before answering. The caller's phone number and name (if known to IP Office) are clearly shown in the call status area. The same information is also displayed should a second incoming call be presented, allowing users to easily switch between calls. Telephony buttons in the call gadget activate standard telephone functions such as Answer, Drop, Hold, Retrieve, Record, Consult and Transfer so that users don't need to remember IP Office specific feature codes. These functions are context sensitive and appear depending on the status of the call. Keyboard shortcuts are available for Answer, Hold, Drop and Call functions and can be configured by the user.

Active calls can be easily parked by clicking on a park slot whilst displaying the active call. Four Call Park slots/zones, which can be shared between users and operators, or within a department on the same IP Office system, further add to the ease with which the entire call handling process is streamlined with Avaya One-X Portal for IP Office. Such parked calls can be retrieved either through Avaya One-X Portal for IP Office, Phone Manager, SoftConsole or a desktop phone. The call park slot names can be configured by the user. The calls gadget also allows the setting up of an ad-hoc conference call from calls on hold and/or the directory, or a meet-me conference. It is possible to configure the Conference ID of the user for meet-me conferences. Once the conference is set up the conference originator will have the following functions:

- mute/unmute a party/oneself
- mute/unmute all
- drop a party from the conference
- hold the conference while others keep talking
- record the conference

## One-X Portal Call Log Gadget

The One-X Portal call log gadget displays details of calls you have made, received and missed and it will report the last 30 calls. Users can use the call log to make a call or add the caller to the Personal Directory. The call log shows the actual call history, independent of whether the user was logged in at the time or not. The call log is centralised and also available on the desktop phone. Calls are ordered in 4 tabs: All, Incoming, Outgoing & Missed. Each tab can be ordered by name, number, time of the call, duration, number of calls and call type. The order can be ascending or descending. To make a call from the call log, the user clicks on the number they wish to call.

Further One-X Portal gadgets include a directory gadget (shows personal, system & external directories), a world clock gadget and a CCR-specific "agent control" gadget.



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## One-X Portal IM chat

From the directory entry of a user the option chat with allows the establishment of an instant messaging session. Such sessions can be established only with other logged on one-X Portal users and can be established while on multiple calls.

## One-X Portal Customisation

There are a number of ways in which the one-X Portal for IP Office gadgets layout can be adjusted, for example skin, collumn width etc. The changes made are stored by the one-X Portal for IP Office in your user settings so the saved version is always available when the user logs in again. Users can also set up to 8 profiles which control where your calls are directed and how they are treated.

## One-X Portal Screenpop

Call Assistant is an optional desktop application that enables One-X Portal Screenpop. These include a screen pop when receiving a call (The screen will show the name (if in the personal or system directory) and number of the caller and the user can answer or drop the call by clicking on the relevant button), Outlook Contact Pop (It will also give the option to automatically pop up the Outlook 2003/2007 Contacts entry for the caller or the called.) and Hot Key (Call Assistant makes a call by dialling a number selected in a Windows application. To use, select or highlight the number in the Windows application and then press your one-X Call Assistant's hot key combination.

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## One-X Portal Presence and IM

Avaya one-X Portal for IP Office in R8.0 introduces a Presence and Instant Messaging Service. This service facilitates communications both internal and external to the organization. It shows presence for any of the people added in Directory+ gadget in the one-X Portal. Presence status of a user in the Directory+ gadget reflects phone activity (on-hook/off-hook), user preferences (DND, Away), calendar mining (in an appointment, out of office set), and presence published by buddies using Microsoft OCS and which are part of the Google Talk network. Users can also set a custom Presence status message that will be published to their subscribers.

## One-X Portal MyBuddy

Each one-X Portal user by default has a "MyBuddy" entry in his/her IM/Presence roster. MyBuddy is a virtual person that responds to commands entered by the user in his/her chat window. MyBuddy is always online/available, has an Avaya Avatar and a status message of "Type help for a list of commands". This status message is in the IP Office system's defined language. Within a MyBuddy conversation window one can type help to get a list of commands and also type help for help specific to that command. The commands provided are call management commands such as:

- missed - provides a list of missed inbound phone calls to the user
- Find - searches the IP Office directory by first or last name prefix and for each match returns the first/last name, extension and XMPP presence/status (if known)
- record - records the user's current call



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- stop - stops recording the user's current call
- call from - calls the and then the where either to/from number can be "work", "cell", "home" or a numeric phone number
- follow - informs an interested user about the improving availability of another user (IM/Presence twist on the ring again feature)

### One-X Portal Googletalk and IM Federation

With R8, an IP Office administrator can enable XMPP federation in one-X Portal for the IP Office users to federate via XMPP with other GoogleTalk or Microsoft OCS users. With federation, a user can add a buddy on another system by specifying that user's XMPP id when defining the new buddy.

### One-X Portal MS Exchange Calendar Integration

One-X Portal provides integration with MS Exchange Calendar that allows the presence status of a user to automatically change based on his calendar meetings/appointments. The one-X Portal administrator can set preferences to display this calendar presence as follows:

- Include calendar information in XMPP status message (concatenate it with current status message)
- Change user's presence to DND if user is in a meeting or appointment

# IP Office One X Mobile Client

The IP Office One X Mobile Client goes onto mobiles and allows full IP Office functionality such as call forwarding, conferencing, transfer etc, thus enable the "single" number to follow that person, wherever they are. One-X is the perfect companion to office use of IP Office. For example, in a smaller company, if a sales rep leaves the company, the company retains all his contacts because the customer only has the sales rep's DDI number, rather than his own number. IP Office One X Mobile Client has also been found to save incoming callers money because they will ring landlines not mobiles. In summery, IP Office One X Mobile Client means that the phone call finds the target, rather than the person having to call round to reach them, trying the office number first then the mobile number.

IP Office supports the IP Office One X Mobile 'Single Mode' Client running on selected Symbian Single-Mode or Windows Mobile 5 or 6 handsets. This provides a graphical interface for call control and allows a one-number service for both incoming and outgoing calls. For a full list of supported handsets contact AVAYeRASA Voice & Data.

Avaya One-X Mobile delivers full office phone functionality to mobile devices, simply, flexibly, and securely. It delivers one number access to mobile employees, making them easily accessible wherever they are. It integrates into the company phone directory and supports powerful office desk phone features like conference calling, transfer, mute, hold and many others. New capabilities include click to dial from contact lists, expanded language support, and enhanced security, help Avaya one-X Mobile make working on the go easy.



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To put it simply, Avaya One-X mobile supports a better user experience by extending the capabilities of an office desk phone to a mobile phone. Avaya one-X Mobile combines the simplicity and ubiquity of mobile phones with the powerful enterprise communications features of Avaya IP Office and Avaya Communication Manager. The mobile phone can now truly be an extension of the IP-PBX, delivering productivity gains to mobile workers by making them more accessible to clients and colleagues and improving their ability to collaborate.

- Initiating/Receiving Calls
    - Incoming calls to the deskphone, ring both the desk and up to five other devices, which eliminates the need to give multiple reach numbers.
    - Single Number Access Outbound, ecause users dial through the PBX, they can leverage the existing corporate infrastructure, offering significant savings on international calls
    - Easy Mobile Switcher - Seamlessly move calls between the office and mobile device without interruption regardless of device used to dial or receive the call.
    - One device for personal and business - Users can control whether outgoing calls are dialed direct, for personal calls, or via the PBX, for business calls.
    - Dial by Extension - Users can place calls using the internal extension dialing plans as they would in the office
    - Call Routing - Users can route incoming office calls to any device based on schedule, location or on an ad hoc basis using a quick entry feature.
    - VIP Lists - VIP lists manage incoming calls. Any calls not on the VIP Lists can be sent directly to voice mail to minimize interruptions.
- Voicemail
    - Single Voice Mail - If a business call is not answered from the mobile device, the call is sent back to the corporate voicemail system ensuring there is only one voice mail box for mobile workers.
    - Visual Voicemail - Corporate voicemail is visual, leveraging Modular Messaging, so users can prioritize messages and get to the critical ones first. Stored locally, there is no dialing into voicemail, saving minutes and time.
- Corporate Directory Integration
    - Easy access to corporate contacts through the search function callers in the directory will show the contact name instead of the number.

# IP Office Outgoing Calls

With outgoing calls, the system first checks if the dialed digits are an internal extension. If not, the system then checks to see if the dialed digits are a feature code. If the dialed digits are neither an internal extension number or a facility code, then the system concludes it is an external call. Hence, it is not necessary to prefix an external number with a line access code.

# IP Office Outlook Plugin



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Microsoft Outlook is an application that many knowledge workers invoke in the morning, and keep running all day. The IP Office Plug-in for Microsoft Outlook brings a subset of the one-X Portal user experiences to Outlook. The plug-in allows the user to communicate with the contacts without leaving the Outlook window and without needing to bring up other separate client application. This vastly improves user productivity. The IP Office Plug-in for Microsoft Outlook provides the following features:

- Federated Presence and Instant Messaging
- Initiate a voice call (to work, to home or whatever number options)
- Get notifications for incoming calls with options to accept or reject
- Visual voice mail
- View the communication history with a selected contact or logged in user
- Export Outlook contacts to one-X Portal Server
- Plug-in window can be 'collapsed' to avoid capturing the entire screen. The UC features will continue to be available to the Outlook user
- Call options on context menu of a contact from participant list of email conversation or from the Outlook Calendar or from Outlook Contacts directory

The plug-in for Outlook requires Office Worker, Teleworker, or Power User licenses on the IP Office system. Access to the plug-in is through one-X Portal for IP Office. The one-X Portal user selects the configuration tab, then desktop integration and downloads the installable plug-in from there.

# Advatel Outlook Plugin



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This plug-in for Outlook does not require Office Worker, Teleworker, or Power User licenses on the IP Office system and functions much the same way.

# IP Office Paging System

All Avaya digital and IP phones supported on the IP Office that have loudspeakers can be used to receive broadcast audio messages without having to install a separate paging system. Paging can be to individual phones or groups of phones. Analog extension ports can be configured for connection to external overhead paging systems, usually through an adapter, such that a port can be included in a paging group to permit mixed phone and overhead paging. Some Avaya digital and IP phones are even able to answer a page by pressing a key while the page is going on, this terminates the page and turns it into a normal call.

# IP Office Login

A contact centre agent function, login is required before the agent is able to make or receive calls from their phone. A login idle period can be specified which will dictate how long an extension can be idle before the user is automatically logged out, ensuring that an extension is not left logged in and calls go unanswered.

# IP Office Phones

The addition of IP Office phones to the base IP Office phone system is crucial to experience the full range of functionality of the system. These phones are custom created to make the most of the inbuilt functionality and are the perfect business tool to help an employee make the most of their phone system. Each of the phone ranges has a different purpose within the IP Office family, from the premium quality 9600 series to the budget-conscious 1400 series, and from the DECT (wireless) units of the 3700 series to the dedicated conference phones. However, common to all ranges is their low power usage, solid construction, customisable soft buttons (not all models, ie not the hotel phone) and exceptionally clear sound quality.

## IP Office Phones - 1400 Series

Designed to serve the needs of a wide range of business users, the IP Office 1400 series digital deskphones offer a contemporary design with advanced audio technology and productivity enhancing features. Combining the features of traditional telephones and the latest in telephone user experience, IP Office 1400 Series digital telephones provide critical capabilities not often found in competitively priced models. The IP Office 1400 series combines the best of past and present. Fixed keys - familiar to any phone user - provide easy access to the most common features, while flexible softkeys provide contextual guidance and prompts for ease of use and efficiency. Integrated speakerphones and other advanced technology deliver clear, clean audio that will satisfy even discerning users. The phones streamlined industrial design gives the office a sleek businesslike look. They'll also protect your investment - the 1400 Series has been engineered to adapt to a company's



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growing needs. Easily attach headsets to the 1408 and 1416 models, and the 32-button expansion module for the 1416 can be programmed to deliver a wide range of features.

### IP Office Phones - 1600 Series

The Avaya 1600 Series IP Telephones (also known as Avaya one-X Deskphone Value Edition) is a series of cost-effective IP Telephones that deliver familiar features at an attractive price point for customers with basic communications needs. The series includes a portfolio of phones designed to meet a range of end-user needs including the call centre. Combining the features of traditional telephones and the latest in telephone user experience, 1600 Series IP Telephones provide critical capabilities not often found in competitively priced models.

### IP Office Phones - 9500 Series

The Avaya 9500 Digital Deskphone series allows small and medium sized businesses to deliver highly reliable, high quality, communication solutions for a range of user types within the organization. With an appearance and functionality similar to that of the well-established Avaya 9600 Series IP Deskphones, the 9500 Series can be deployed in mixed digital/IP telephony environments and are an ideal choice for companies wanting to add digital endpoints with a consistent look and user experience to their existing portfolio. The 9500 Series smart design, crystal-clear sound and productivity features make these phones an easy choice for companies looking to gain strategic competitive advantage from their communications infrastructure.

### IP Office Phones - 9600 Series

The Avaya 9600 IP Phone line of powerful deskphones offers top end features, the best in modern telephony, including brilliant audio quality, low power requirements, customizability and performance. The phones feature context-sensitive graphical interfaces and large color touchscreens, which deliver increased call control while simplifying the traditional telephone experience. Avaya 9600 Series IP Deskphones help boost productivity while increasing worker satisfaction - turning a business phone system into a competitive advantage. The 9600 Series works with the Avaya Aura and IP Office platforms, and can be used from headquarters, remote locations, or home offices.

# IP Office Phone Manager

IP Office Phone Manager is a fabulous desktop communications application available in three versions: IP Office Phone Manager Lite, IP Office Phone Manager Pro, and IP Office Phone Manager Pro PC Softphone (VoIP mode). The IP Office Phone Manager application offers control of a user's telephone from their PC. IP Office Phone Manager Lite and IP Office Phone Manager Pro are for the user who prefers to access telephony features (making/receiving call, setting up conference calls, speed dials, etc.) through the PC.

IP Office Phone Manager simplifies communications via point-and-click access to commonly used features. The IP Office Phone Manager application includes many productivity enhancing capabilities such as a Busy Lamp Field (BLF) and Speed Dials. This allows users to customize the application to reflect the status of their departments, immediate colleagues, or the whole company. User friendly icons allows frequently called internal and external (work, mobile/cell, home) numbers to be dialed



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via a single-click. The Busy Lamp Field feature allows you to see at a glance who is available to take a call, who is already on a call, who has forwarded their phone, and who has placed their phone on Do Not Disturb. The IP Office Phone Manager application also provides the user with a call history log of calls made, received, and missed. It keeps a record of call duration, including any time the caller was placed on hold, for accurate billing and reconciliation.

IP Office Phone Manager Pro Telecommuter mode provides the user with the benefits of call control through the Phone Manager Pro application while providing the talk path through an external number (i.e., home number, mobile number). IP Office Phone Manager Pro PC Softphone is for anyone who has a laptop and high-speed internet access while traveling or working away from their desk or office. The Phone Manager Pro PC Softphone adds PC-based telephony via a sound card or USB headset/handset to the product. IP Office Phone Manager PC Softphone supports mobile, traveling workers by enabling lower long-distance costs, and makes staying in touch with co-workers and customers easier while traveling.

# IP Office Phone Manager Lite

Phone Manager Lite allows employees to take control of their phone and calls from their networked PC. It can be used with an analog telephone, a digital phone or IP phone for the speech path. Phone Manager Lite features include:

- Caller ID/Name Presentation - allows you to see who's calling, caller's name and phone number even you before you even answer.
- Call History - keeps a record of all your received, outgoing and missed calls.
- Desktop PC Telephony Controls - offers telephony buttons to activate functions such as Answer, Transfer, Hold, Account Codes and Conference so you do not have to remember any specific feature code.
- Personal Productivity & Collaboration - offers a Busy Lamp Field and Direct Station Select which allows users to customize the application to reflect the status of their department, immediate colleagues or the whole company as desired.

# IP Office Phone Options

IP Office supports multiple phones. A dedicated IP Office phone gives advantages over non-Avaya equipment. In summary:

- IP Telephones
  - IP Office supports Avaya 1600 and 9600 Series IP telephones and Phone Manager PC Softphone.
- Digital Telephones
  - IP Office supports Avaya 1400 and 9500 Series digital telephones.
- Analog Phones
  - IP Office 8, 16 or 30 Expansion Modules support standard analog phones, faxes and modems, with support for calling line identification and message waiting indication where these services are provided.
- Wireless Telephones



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- Avaya IP DECT base stations can be added to support the Avaya IP DECT telephones. The IP Office Digital Station interfaces support the Avaya 3810 telephone. The Avaya 3600 series wireless VoIP telephones are also supported.

☐ SIP Telephones

- IP Office supports a wide variety of SIP devices. Contact AVAYeRASA Voice & Data for further details.

☐ Conferencing Telephones

- IP Office has its own range of conferencing units.

☐ Video

- IP Office supports video softphones and has its own range of video conferencing units.

# IP Office PIN Restricted Calling

With Phone Manager release 2.1, IP Office PIN restricted calling was introduced. IP Office PIN restricted calling works by making the caller enter a PIN before the call is connected. PIN restrictions can be associated with types of number being dialed e.g. International numbers, External numbers. PIN restrictions can be added to:

- Making Calls
- Speed dials
- Account code Speed dials

IP Office PIN restricted calling also works with voicemail. Voicemail allows callers to leave messages for you when you are out of the office, away from your desk or engaged on another telephone call. Voicemail messages can be retrieved either locally or remotely via any telephone (you will be prompted for a PIN number if you are using any telephone other than your allocated extension or a trusted location e.g. your mobile telephone).

# IP Office PoE Switch

A PoE switch is an ethernet switch system that is capable of sending power and data through a high-speed ethernet cable. This is a convenient feature as it completely removes the need for peripheral power supplies for all your end point powered device accessories. This allows you to utilise a lone cable for your networks instead of 2 , allowing for a tidier system and superior housekeeping. Simply avoiding cable clutter is one pretty valid basis to install a power over ethernet switch unit. The power over ethernet switch may be able to be used with a wide range on end point devices, but is regularly seen with IP/VoIP phones, wireless access points, and also with IP surveillance equipment. The extensive variety of PoE hardware ensures that a system could be made for any size network, and



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with sensible planning, upgrades are infinitely achievable. AVAYeRASA Voice & Data add IP Office compatible Netgear PoE switches as part of every large phone system bundles that we do.

# IP Office Power Conferencing

IP Office Power Conferencing is Web-based software package that consists of two parts: a Power Conferencing Scheduler (to book and reserve conferences) and a Power Conferencing Web client (to complement an audio conference with a web interface). The scheduler can be used independently of the web client. Power Conferencing also interacts with SoftConsole and Phone Manager. IP Office Power Conferencing's Web scheduler allows registered users to create and book conferences online using a web client interface. The scheduler offers secure conferencing while being very easy to set up. Users simply enter the date, time, duration and the number of delegates required. The conference is then created if the resources are available for that specific time. Once reserved, the conference resources are allocated to that conference call for the specified number of delegates at the selected date and time. Additionally Music On Hold (if available) can be played while waiting for a conference to start. Access to the web scheduler requires a user to be set up by the administrator and have Internet Explorer (6.0 or above) installed on their PC. No other software is required. An unlimited number of registered users can be set up on the Power Conferencing application. Once registered, users can review the system resources before booking a new conference, book a conference as well as list pending conferences they have previously set up.

The user setting up the conference can then add delegate details including their email address and their telephone number. This allows email notification to all participants confirming the conference call details including the conference name, description, bridge number, conference ID and their unique participant PIN code (if PIN checking has been selected). Voice Conferencing Notification (VCN) can also be activated for selected participants. This allows VoiceMail Pro to dial out delegates when the conference is about to start and bring them to the conference bridge if they are available. Notification via Instant Messaging is planned for a future release. Participant details can be amended prior to the start of the conference. Advanced security is available by generating unique PIN numbers for every participant allowing them to be recognized by the system and displayed on the Power Conferencing Web client (if selected see paragraph below). If announcements are required, VoiceMail Pro will announce each participant by playing their name (if internal user) or asking them for their name (if external participant). At the end of the conference, each participant leaving the conference will be announced.

Users with administrator privilege can generate reports regarding conference usage and individual conference reports. This will detail the conference name and ID, the start date and time, duration and number of participants. Individual reports can also be run listing delegate details and when they joined/left the conference. Additionally if voting was being used using the Power Conferencing Web Client, voting results for each delegate would be shown for each question asked during the conference call. To complement the audio-conference, the host has the ability to set up web support. This offers a web interface where the host and delegates can not only see which participants have joined the conference but also whether they joined as audio-only or both audio and web. Privileges to a web client are limited to voting purposes only however a host to the conference has the ability to pose questions, modify delegate contact details and whisper to a single participant connected into the conference. The host can also publish a document for review on the Web client. This would need to be a document saved in html format (e.g. PowerPoint presentation or an Excel spreadsheet) or simply a website URL. When presenting the document, the host has the ability to synchronize the document to all participants (e.g. change slide) as long as he resides within the same domain as the Power Conferencing server (this is a Microsoft limitation). Delegates can be located anywhere on the Internet or across an Extranet.



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# IP Office Personal Fax Number

IP Office Personal Fax Number is the IP Office feature in which individuals and departments can have their own fax numbers. When an incoming fax is received on an IP Office personal fax number, DTMF tones (which identify the individual) are passed to the fax server. This feature allows many users/departments to share a fax server which could have as few as one or two lines. Alternatively fax machines can be connected to any extension port on the phone module.

# IP Office Phone System Queue

The IP Office phone system queue feature allows calls to a hunt group to be held in a queue when all extensions in the group extension list are busy. When an extension becomes free the queued call is then presented. The definition of queued calls now includes ringing calls and calls waiting to be presented for ringing. The queue limit can be set to control the maximum number of calls to wait against a hunt group.

While queuing, if IP Office Voicemail is operational, the caller will be played the announcements for this hunt group. Queuing a transferred call to a busy extension - when transferring a call, if the destination extension is busy and the caller wants to hold for that person, the call can be queued against the extension until the extension is free. The transferee is no longer involved in the call.

# IP Office Power User

The IP Office Power User User Profile is targeted at key knowledge workers with the need for both Mobile Worker and Teleworker functionality. The Power User license enables a user to use one-X Portal for IP Office, Softphone, all Mobility features and Unified Messaging Service (UMS).

# IP Office Preferred Edition

Many solutions, applications and features on IP Office systems are licensed and only operate when a valid license is detected. This includes features within IP Office applications running on PCs connected to the IP Office system. Editions are really just license bundles which encompass various related softwares. Licenses are 32 character strings derived from a unique serial number for the IP Office system which will be using the license. The unique serial number is taken from the Feature Key device fitted to the IP Office system. In particular, the IP Office Preferred Edition license enables:

- Advanced messaging
- Multi-Level automated attendant
- Secure Meet-Me conferencing
- Call recording
- Conditional call routing
- Text To Speech (Tts) for e-mail reading for users with appropriate user profiles
- Queue announcements



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IP Office Preferred Edition license enables VoiceMail Pro and provides the initial 4 ports. IP Office Preferred Edition Messaging (VoiceMail Pro) is a messaging server application that runs on a Windows server PC. It is enabled through the Preferred Edition license (see above). Messaging services to multiple IP Offices can be supported when they are connected in an IP Office Small Community Network (SCN). In this centralized voicemail scenario, only the central IP Office requires the Preferred Edition license. The other IP Offices within the network do not require a Preferred Edition license. However, from Release 6 onwards due to load balancing, capacity increase and resilience reasons it is possible to have more than one Preferred Edition License in the SCN. By default Preferred Edition provides standard voicemail mailbox functions to all IP Office users and hunt groups plus support for call recording and call waiting announcements to callers. A range of additional features can be enabled by further licenses.

## IP Office Preferred Edition & Messaging Ports

The IP Office Preferred Edition license includes support for 4 messaging ports. The total number of messaging ports supported can be increased by adding other licenses, at the time of purchase or later, up to the maximum supported by the particular IP Office control unit (IP500/IP500 V2 = 40).

## IP Office Preferred Edition & Messaging

The Advanced Edition license provides Customer Call Reporter, ContactStore Call Recording Library, Interactive Voice Response (IVR), Visual Basic scripting and generic Text-To-Speech (TTS). The following licenses enable specific Messaging features beyond those already provided with Advanced Edition. These additional licenses all require the Preferred Edition (Voicemail Pro) license as a pre-requisite.

## IP Office Preferred Edition & UMS Web Services

These are also enabled by the 'Teleworker and "Power User" licenses. UMS (Unified Messaging Server) allows users to access the messages in their Voicemail Pro mailbox via either a web browser (requires IIS on the Voicemail Pro server), using a IMAP compatible email application or using Microsoft Exchange Server 2007 message store.

## IP Office Preferred Edition & UMS Web Services

This is also included in the "Advanced Edition" license) As standard, IP Office Preferred Edition supports automatic and or manual call recording to specified mailboxes. Also provided as part of Advanced Edition, this license allows Preferred Edition to use a 3rd-party application to support the storage and administration of call recordings. Currently the supported application for this is ContactStore for IP Office. When used manual and or automatic records calls can be routed (along with the call details) to the ContactStore applications database for storage and retrieval when required.



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IP Office Preferred Edition & Text to Speech (TTS)

TTS can be used within customized voicemail call flows to speak information to callers rather than having to record prompts for the call flow or speak results of IVR queries. Various options are supported for TTS operation:

- As part of the Advanced Edition, that enables the use of the default Text-To-Speech (TTS) speech engine supplied as part of Windows operating system or any other SAPI compliant speech engine. This allows the creation of automated call flows that speak results of IVR queries. Eight (8) licenses are provided with the Advanced Edition system license.
- Messaging TTS (ScanSoft) License: IPO LIC AVAYA TTS RFA 1 LIC:CU (182299) This license enables the use of the TTS speech engines supplied as part of the IP Office Voicemail Pro software set. Multiple licenses can combined for the number of simultaneous uses of TTS required up to the number of voicemail channels licensed.
- Networked Messaging License: IPO LIC NTWKD MSGING RFA LIC:DS (182297) Voicemail Pro Networked Messaging (VPNM) can be used between separate IP Office systems, each with their own Voicemail Pro server, to exchange messages left for different mailboxes. This option is not supported within a Small Community Network (SCN) but can be used between separate SCN networks.

# IP Office PRI Card

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The IP Office IP500 T1/PRI Card (700417439) allows you to add functionality and save money by adding T1 and PRI to your IP Office system.

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IP Office PRI Card

- Supported by all releases of the IP500
- Supports up to 24 T1/PRI Channels
- Comes with 8 channels enabled
- Additional T1 and PRI Channels enabled by RFA
- Also supports E1
- Max of 4 cards per IP 500 system
- This daughter cards sits on VCM or Phone or Digital extension base card

# IP Office Private Call

The IP Office Private Call facility means that users can set a status of private call using short codes or a programmed button. IP Office Private calls cannot be recorded, intruded on, bridged into or monitored.



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# IP Office Programmable Buttons

As well as the usual dialing keys, Avaya digital and IP telephones have dedicated function buttons such as Mute, Volume, Hold, Conference and Transfer. In addition to these, on many Avaya digital and IP telephones there are keys that can be programmed with a range of selected special functions. These keys can be used for calling other extensions on the system (Direct Station Select or DSS keys), or can be used for options from speed dialing numbers to controlling features such as Do Not Disturb.

Many features use an indicator to show whether a feature is enabled. Button programming is done through the IP Office Manager as part of the system configuration, although some telephones allow the user to program buttons and functions where given administration rights.

# IP Office Receptionist

The IP Office Receptionist profile is targeted at operators/receptionists and provides a visual PC interface for call handling and management for multiple sites. Up to 4 of these users are supported on each site. The IP Office Receptionist license enables a user to use IP Office SoftConsole. This is a Windows PC application intended for receptionists and operators. Up to 4 SoftConsoles can be licensed on a single IP Office system.

# IP Office Relays

IP Office Relay On/Off/Pulse - IP Office is fitted with two independent relays for controlling external equipment such as door entry systems. Control of these relays is via allotted handsets allowing the relays to be opened, closed or pulsed as required. Control of relays is accessible via Phone Manager Pro, SoftConsole and VoiceMail Pro.

# IP Office Remote Access

IP Office's integral firewall, service quotas and timebands all apply to remote access calls. Remote access security can be supplemented by CHAP (encrypted passwords) to verify the end users, or PAP which does not support encryption. Timebands can control the hours within which the remote access service is available. A "trusted location" can be set for dial in. These are locations that the System will allow either data access, e.g. a user dialing in from home, or access to voicemail without a voicemail code for a user collecting their voicemail messages from a mobile. The trusted location is also the location the Voicemail Server will call to inform the user of a new message.

Conversely a "specified location" can be set which restricts remote access from only that location, this specified location can also be a designated dial back number thereby minimizing the threat of unauthorised remote access. IP Office systems can also incorporate remote access dial back services so that if a user always remotely accesses the office from a single location e.g. their home, then after login verification the system will disconnect their call and dial them back. In addition to the added level of security dial back provides it can also be an excellent method of consolidating remote access



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charges onto the central office telephone bill. In addition to remote access from Telephone Adaptors, all ATM4 trunk cards (including the IP500 V2 Combination Card ATM) support switching of the first analog trunk to an integral V.32 modem for remote access.

# IP Office Remote Hot Desking

IP Office Remote Hot Desking is the ability for a user to Hot Desk to other locations within the Small Community Network. Available on IP Offoce digital, analog and IP phones, a user can make and receive calls from any office as if using the phone on their own desk. This leads to single numberusage, improved mobility and easy access to familiar features.

With IP Office Remote Hot Desking, the user has access to the centralized system and personal directory as well as their call log (1400, 1600, 9600 Series and T3 phones only) - a useful feature for consultants, managers, lawyers working on different offices on different days. IP Office supports remote hot desking between IP Office systems within a Small Community Network (SCN). The system on which the user configured is termed their 'home' IP Office, all other systems are 'remote' IP Offices. No additional licenses are required to support Remote Hot Desking other than the Voice Networking license on each IP500 within the SCN.

## IP Office Remote Hot Desking in use

- When a user logs in to a remote IP Office system, all their user settings are transferred to that system.
- The user's incoming calls are rerouted across the SCN.
- The user's outgoing calls use the settings of the remote IP Office.

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In some scenarios a hot desking user logged on at a remote system will want to dial a number using the system short codes of another system. This can be done using either short codes with the Break Out feature or a programmable button set to Break Out. This feature can be used by any user within the Small Community Advanced Network but is of significant use to remote hot deskers.

# IP Office Remote Working

IP Office has an entire user package devoted to just enabling remote working (known as "telecommuter" in Avaya speak). As companies increase or decrease headcount, it is essential to have a versatile system that makes this easy. And, equally important, office space is expensive and the trend towards working from home is only increasing. IP Office lets you do this and gives the workers at home the best available tools to maintain and monitor their efficiency. The IP Office remote working package gives teleworkers (employees who work remotely full-time) the same phone and functionality they'd have in the office. Users connect their phones to the company's phone system via a virtual private network. And because it all goes through the IP Office system, this gives companies the freedom to upscale and downscale their staffing levels with the minimum of ease.

IP Office Remote working provides businesses with all the communication tools to enable employees to work efficiently and effectively whether from home or remote locations.



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- Call Handling: the intuitive graphical user interface facilitates efficient and effective call handling.
- Call Management: advanced telephony functions such as conferencing and voicemail message management can be controlled via click and drag from the desktop.
- Presence: improve call management and see user presence status on the network.
- Remote Working: access to all IP Office system features and seamless call handling is achieved via an IP hard phone or one-X Portal application in conjunction with a home or mobile telephone number (internet connection is required).
- Incoming Call Scripts: create incoming call scripts to provide information on the caller based on CLID.
- Remote Agents: deploy remote agents and retain management and monitoring capabilities with call history and call recording.

### Easy handling

The intuitive and easy-to-use browser-based interface makes call handling a snap. Click to dial, transfer, hold, conference, and more. Access hundreds of speed dial entries. Most importantly, it's exceptionally easy for your employees to learn, be they permanent or temps.

### Cost-effective

Connecting through a VPN allows remote workers' phone expenses to be reduced or even eliminated. Streamline real estate and facilities costs by hiring full-time remote workers. And, if VPN connectivity is lost or bandwidth compromised, employees won't miss important calls. With Teleworker, they simply leverage their PC interface and home or wireless phones to stay connected.

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### Dispersed workforce

Presence features allow remote workers and their office counterparts to see each other's status: who's on the phone, away from their desk, busy, etc. Record, archive and replay calls for monitoring and training purposes.

### Remote employees

Hire the right employees whether they live down the block, across the country or on the other side of the world; Teleworker seamlessly connects them to your network so they are virtually in the office. Reduce or eliminate commute times. Expand business hours by hiring remote workers in different time zones.

# IP Office Ring Back When Free

Depending on the type of phone a user has, IP Office ring back when free is accessed by dialing a short code while listening to internal busy tone, selecting an option from an interactive menu or pressing a programmed DSS/BLF key. Ring back when free can also be activated from Phone Manager. You can also set a ring back when free or a callback when next used using a short code



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without attempting a call. In use, it allows IP Office users to carry on with other work and let the system initiate a call for you when the extension becomes available. When calling an extension that is busy, set the system to call you when the extension becomes free. When calling an extension that just rings, set the system to call you when the extension is next used. This feature is also called "Ringback When Next Used". Note that a user can only have one automatic callback set at any one time.

# IP Office Ring Tones

In IP Office the term personalized ringing is used to refer to changing the sound or tone of a phone's ring. On many Avaya digital phones, the ringer sound can be personalized. Changing the ringer sound does not alter the ring sequence used for distinctive ringing. This feature is local to the telephone and not supported on all types of telephones.

# IP Office Salesforce Integration

IP Office R8.0 enables integration with Salesforce.com for business users. This integration enables Salesforce.com customers that are using IP office for their telephony applications to control calls from within the Salesforce.com portal itself. This integration is enabled by the "Avaya IP Office Plug-in for Salesforce.com" which is a Windows application that runs in the system tray, and provides the following call-control features from the Salesforce.com phone available within the Salesforce.com portal:

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- Make an outbound call
- Receive an incoming call
- Hold/Unhold call
- Consultative or Blind transfer

The IP Office plug-in for Salesforce.com requires Office Worker, Teleworker, or Power User licenses on the IP Office system. Access to the plug-in is through one-X Portal for IP Office. The one-X Portal user selects the configuration tab, then 'desktop integration' and downloads the installable plug-in from there.



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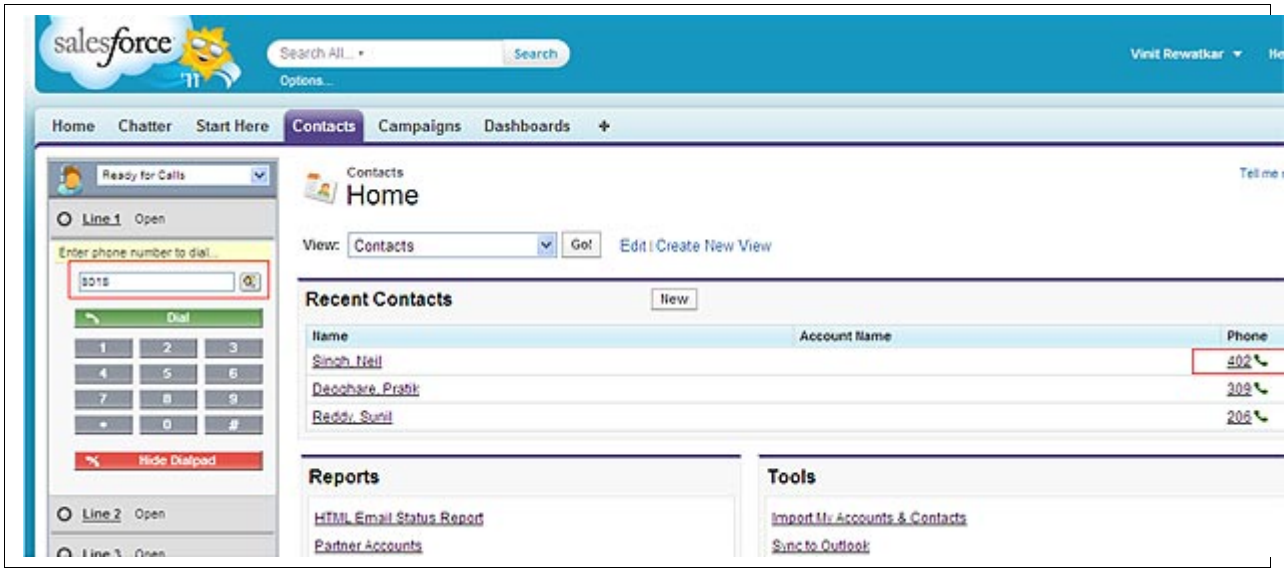


# IP Office Screenpop

The AVAYeRASA IP Office Screenpop is an application on your PC or laptop which instantly pops up information from your customer database about your caller as and when they call you. You can decide which information to show; it works with any customer database system (CRM) from business packages such as SAP, Salesforce & Sugar CRM to access databases.

Armed with the AVAYeRASA IP Office Screenpop, your staff will not have to open and navigate through an application at the same time as answering the call - this is done automatically. It means that your customer service, helpdesk or sales people can instantly have a view of the most recent contacts & discussions with the customer, with the field open for them to take notes in and save it straight back to the system.

AVAYeRASA IP Office phone system bundles contain a number of free IP Office screenpop licenses, the number of which depends entirely on the size of the bundle purchased. Contact a solutions consultant on 01252 333888 for more details.

## IP Office Screenpop Demo

The AVAYeRASA Screenpop is compatible with any CRM product, even custom-built databases. You do not even have to be using a packaged database product - this will work with a simple Microsoft Access application as well. To book a demo, call 01252 333888 today. Please note - there maybe complications with older versions of CRMS, however we would be happy to arrange a trial for you.

# IP Office Service Quota



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IP Office can be configured to limit the maximum number of minutes that a service, such as Internet Access, is available for each user. This is the sum total of calls made and does not include periods of inactivity. Once the quota has been used the service is no longer available. The quota can be either automatically refreshed daily, weekly or monthly or manually refreshed by dialing a secure feature code on a handset.

# IP Office Service Desk Monitor Calls

The IP Office service desk acquire calls is a handy feature to assist a colleague who indicates they want you to take the call. This function can even be setup as a special short code or programmed against a button on an Avaya digital or IP phone with programmable buttons. Use of the IP Office Service Desk Monitor Calls feature is subject to IP Office intrusion control settings, the user acquiring the call must be set to be able to intrude and the user whose call is being acquired must be set to can be intruded. IP Office service desk monitor calls works in two ways, invoked with or without a number:

Without a value in the number field

- This allows an IP Office user to reclaim a call that was ringing on their phone but has now gone elsewhere, for example to Voicemail or Forward No Answer destination. The IP Office Service Desk Acquire Calls settings are not checked and the call can be reclaimed even if it has been answered.
- If the last call to ring this User is no longer ringing or connected on the system, the feature will fail.

With a number, where the number is the telephone number of an IP Office user who currently has the call to be acquired.

- If the IP Office user has a call ringing or waiting IP Office Service Desk Acquire Calls will act like the Call PickUp Extension short code and the user executing Call Steal will be connected to the oldest ringing/waiting call.
- If the IP Office User has a connected call with no call waiting and the Intrude settings of the two Users allow it, the call will be connected to the user executing the Acquire Call and the other user will be disconnected.
- If the IP Office User does not have a call the feature will fail.

# IP Office Service Desk Alert

With IP Office Service Desk Alert, when the number of calls queued against a hunt group exceed a threshold, the system can be configured to alert at a selected analog extension port. Typically the User to Alert will be a loud ringer or other alerting device. The alert does not present a real call.

# IP Office Service Desk Login



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A service desk agent function, login is required before the agent is able to make or receive calls from their phone. A login idle period can be specified which will dictate how long an extension can be idle before the user is automatically logged out, ensuring that an extension is not left logged in and calls go unanswered. Basic handling of telephony requirements for a service desk is a standard part of IP Office from Automatic Call Distribution (ACD) and Call Queuing to agents logging on and selecting the groups that they service.

# IP Office Short Codes

IP Office Short codes are one of the most powerful facilities within IP Office. As well as being used by analog telephones to invoke terminal features, Short Codes allow for dialed number translation. For example, the creation of speed dial numbers, call barring and alternate carrier selection.

Short Codes are used as commands the IP Office to make changes for the user, group or system, so need to set up with consideration to security. The command may need additional information included with it, such as for forward, the phone number forwarded to. Short codes are a flexible and quick way of setting up certain features. IP Office has short codes provided by default on the system, or more advanced codes that need programming by the system administrator. The full set of short code commands are listed below; please see product configuration documents for more detail on how to set them up.

Note: as a customer with AVAYeRASA Voice & Data you will not need to program or even look at these. We do all this for you.

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## IP Office Short Codes

AOC Previous Call
AOC Reset Total
AOC Total
Auto Attendant
Break Out
Busy
Busy On Hold
Call Intrude
Call List
Call Listen
Call Pickup Any
Call Pickup Extn
Call Pickup Line
Call Pickup Group
Call Pickup Members
Call Pickup User
Call Queue
Call Record
Call Steal
Call Waiting On
Call Waiting Off
Call Waiting Suspend
Cancel All Forwarding
Cancel Ring Back When Free
Channel Monitor



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Clear Call
Clear CW
Clear Hunt Group Night Service
Clear Hunt Group Out Of Service
Clear Quota
Conference Add
Conference Meet Me
CW Dial
Dial 3K1
Dial 56K
Dial 64K
Dial CW
Dial Direct
Dial Direct Hot Line
Dial Emergency
Dial Extn
Dial Inclusion
Dial Paging
Dial Physical Extension By Number
Dial Physical Number By ID
Dial Speech
Dial V110
Dial V120
Dial Video
Disable ARS Form
Disable Internal Forwards
Disable Internal Forward Unconditional
Disable Internal Forward Busy or No Answer
Display Msg
Do Not Disturb Exception Add
Do Not Disturb Exception Delete
Do Not Disturb On
Do Not Disturb Off
Enable ARS Form
Enable Internal Forwards
Enable Internal Forward Unconditional
Enable Internal Forward Busy or No Answer
Extn Login
Extn Logout
Flash Hook
Follow Me Here
Follow Me Here Cancel
Follow Me To
Forward Hunt Group Calls On
Forward Hunt Group Calls Off
Forward Number
Forward On Busy Number
Forward On Busy On
Forward On Busy Off
Forward On No Answer On
Forward On No Answer Off
Forward Unconditional On
Forward Unconditional Off
Group Listen Off
Group Listen On

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Headset Toggle
Hold Call
Hold CW
Hold Music
Hunt Group Disable
Hunt Group Enable
Last Number Redial
MCID Activate
Mobile Twinned Call Pickup
Off Hook Station
Park Call
Private Call
Private Call Off
Private Call On
Priority Call
Record Message
Relay On
Relay Off
Relay Pulse
Resume Call
Retrieve Call
Ring Back When Free
Secondary Dial Tone
Set Absent Text
Set Account Code
Set Authorization Code
Set Hunt Group Night Service
Set Hunt Group Out Of Service
Set Inside Call Seq
Set No Answer Time
Set Mobile Twinning Number
Set Mobile Twinning On
Set Mobile Twinning Off
Set Outside Call Seq
Set Ringback Seq
Set Wrap Up Time
Shut Down Embedded Voicemail
Startup Embedded Voicemail
Suspend Call
Suspend CW
Toggle Calls
Unpark Call
Voicemail Collect
Voicemail Node
Voicemail On
Voicemail Off
Voicemail Ringback On
Voicemail Ringback Off

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# IP Office Silent Intrusion



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IP Office Silent Intrusion is available with Essential Edition and enables users on a call to 'intrude' and listen depending on the configuration of the end users, i.e. whether Coaching Intrusion or Whisper Page is used. Coaching intrusion and Whisper page cannot be done on an idle user. It may be done for internal calls or with external calls. The Coaching or Whisper Page/Silent Intrusion feature allows an authorised user to intrude in any internal and external call. Coaching intrusion is primarily a call centre feature, supporting interruption or inclusion of a supervisor on a live call to talk to an agent without the far end caller listening to the conversation. The caller may still talk to the agent, but will not hear what the supervisor is saying. The agent will be able to hear both the caller and the supervisor. This is useful when the agent needs support/training or when the supervisor needs to intrude to give instructions to an agent.

Silent Intrusion or Whisper Page can be effective in a scenario where a secretary intrudes into a call of his/her boss to whisper that a very important customer is waiting. The boss hears his/her secretary while talking to the caller but the caller will not be able to hear the secretary. This feature can be set through the IP Office manager for each IP Office user. Only authorized users can use the coach/whisper feature. Default setting is off.

# IP Office Simple Management

The IP Office system (phone system, router/firewall/DHCP server) is easily managed through the IP Office Manager. IP Office Manager is a Windows PC software application that connects to the IP Office system using TCP/IP. It can be on the same LAN as the IP Office, remote on the WAN, or connected via the Remote Access Server with a Telephone Adaptor, Router or the optional internal modem. The System Status application is a useful diagnostic tool that provides enhanced details about equipment and resources in the IP Office system. This includes indication of alarms and details of current calls in progress for local or remote diagnostics.

# IP Office Simplified Manager

IP Office Simplified Manager runs IP Office in Quick Mode. IP Office Essential Edition operates in two modes, namely Quick Mode and Standard Mode. Standard mode is the current mode of operation of IP Office and is managed using the current Windows GUI based thick client. The Quick Mode is managed by the Simplified Manager, a flavour of IP Office Manager designed to reduce the installation times, specifically for Sub-20 type deployments. This is achieved by enabling configuration of features important for this market segment. The Quick Mode further supports two sub-modes, namely Key Telephone System (KTS) Quick Mode and PBX Quick Mode. Based on the type of the SD card that is installed in the system, IP Office will boot up in one of the two Sub-Modes:

- U-LAW SD Card: Default = Essential Edition KTS Quick Mode: North America and selected CALA countries
- A-LAW SD Card: Default = Essential Edition PBX Quick Mode: Rest of the World

The IP Office always boots up in Quick Mode by default. An option to migrate/restart manager in IP Office Standard Mode will be provided. When in Quick Mode the IP Office Manager offers task based configuration to speed up the installation process by providing easy and intuitive management.



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# IP Office SIP Trunking

Session Initiation Protocol (SIP, as in sipping from a fire hose on a hot day) is an open signaling protocol standard developed by the Internet Engineering Task Force (IETF) in cooperation with many industry leaders, including Avaya, for establishing, managing, and terminating real-time communications over large IP-based networks, such as the Internet. Communications via voice, video, or text (instant messaging), may take place using any combination of SIP-enabled devices, such as a softphone on a laptop computer, a wireless handheld device or PDA, a mobile phone, an instant messaging client on a desktop PC, or an IP phone with videoconferencing capabilities. SIP makes it possible to easily connect the various components of an overall communications system, rapidly deploy applications, reduce costs, and improve customer service and employee productivity by simplifying your organization's communications architecture. Vendors are increasingly incorporating SIP into their various IP communications products and Avaya with IP Office is no exception.

Avaya IP Office supports SIP for telephony functions to enable the usage of standard based SIP endpoints for Voice and Fax communication. In pure SIP systems, IP Office expands the feature set beyond the SIP standard, offering a wealth of IP Office features also on SIP endpoints delivering a feature rich system that a pure-SIP server based on the SIP standard only can't deliver. With that, IP Office delivers the best of both worlds, supporting standard based IP telephones while delivering a wealth of features consistently between SIP, digital and Avaya IP endpoints. IP Office SIP endpoint implementation is built on two major SIP components: SIP User agents, and SIP Server components.

# IP Office SIP Servers

IP Office has implemented the required functionaliy of the SIP servers mentioned below not only to provide SIP endpoint support but also to allow full interoperability between SIP endpoints, other IP telephones based on H.323, Digital and Analog telephones as well as IP Office trunks (Analog, digital or SIP based) SIP servers provide centralized information and enablement services in a SIP ecosystem. The core SIP servers and their functions are summarized here. IP Office provides the required the features of the following two servers for Voice and FAX communication.

## IP Office SIP Registrar Server

When SIP IP telephones come online, they need to make sure that others are aware that they're available to take and make calls. The Registrar authenticates and registers the IP phone (often directly related to a specific user) when it comes online, and then stores information on the telephones logical identities.

## IP Office SIP Proxy Server

A proxy server takes SIP requests, processes them, and passes them downstream while sending responses upstream to other SIP servers or devices. A proxy server may act as both a server and a client, and can modify a SIP request before passing it along. A proxy is involved only in the setup and teardown of a communication session. After user agents establish a session, communications occur directly between the parties. Functionality of the following two SIP servers are generally available by



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IP Office using existing IP Office functionality. Therefore, while functionality is provided, e.g. allowing hotdesking (also for users using a SIP-endpoint) in a small community network, a consistent methodology between SIP and non SIP endpoints is used to deliver those features.

### IP Office SIP Location Service

As users roam, the network needs to be continually aware of their locations. The location service is a database that keeps track of users and their locations. The location service gets its input from the registrar server and provides key information to the proxy and redirect servers. IP Office provides hotdesking support, delivering a similar functionality but working consistently between SIP and non SIP endpoints.

### IP Office Redirect Server

If users are not in their home domains, sessions bound for them needs to be redirected to them. The redirect server maps a SIP request destined for a user to the device "closest" to the user. In IP Office, call forwarding and Follow me functionality is used to provide again consistent functionality between all type of endpoints.

## IP Office SIP endpoints

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SIP endpoints are supported on IP Office for Voice (Audio) and Fax (T.38) communication. This allows the usage of standard compliant IP telephones using the open SIP standard, giving customers a choice of endpoints of different manufacturers including special purpose devices like conference telephones, hotel telephones or terminal adapters. There is a wide variety of SIP endpoints that work with IP Office. SIP Endpoint support is fully integrated into IP Office core and no other components are needed. SIP extensions function like any other IP Office extension: This means they

- Can make and receive calls to any other extension, independent of type of extension
- Delivers end to end Media just like any other IP telephone on IP Office. For calls between two SIP extensions of a SIP extension and an Avaya IP telephone, the audio is transmitted end to end for basic telephone calls. (Conferences etc. However require a VCM resource).
- Can use short codes and authorization codes like any other telephones
- Transmit In band call progress tones are delivered from IP Office
- A SIP telephones needs to register with IP Office like any other IP telephone, Authentication with
- Username and password is possible
- SIP extensions support "auto create" in IP Office to make installation fast and efficient. Successful registration of an endpoint will consume one third party license
- On one IP address, several extensions can register with IP Office, each consuming a license. This enables the connection of SIP terminal adapters with more than one analogue port, giving a different extension number to each of the ports.
- SIP endpoints support a number of extended features according to the "SIP service samples-draft", also referred to as "Sipping-19".
- For a full demo of SIP functionality in IP Office, please contact AVAYeRASA Voice & Data directly.



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# IP Office r8 SIP Trunking Enhancements

Service Providers continue to broaden their SIP trunk offerings and SME customers are increasingly evaluating and adopting SIP trunks. IP Office R8.0 responds to these market trends, with several new SIP trunk capabilities, designed to simplify and address a wider set of implementation scenarios.

**SIP Trunk Harmonisation:** In prior releases of IP Office there were several differences between features supported with SIP trunks in Standard Mode vs. Partner/Norstar Mode. R8 includes additional alignment of features between the various modes of operation, thus increasing the flexibility to deploy SIP trunks in an increasing number of IP Office installations.

**Early Media and Support for PRACK:** SIP trunks can be configured to support early media by adding '100rel to Supported' header in the INVITE: This allows support for in-band announcements such as: branding from discount or bulk long distance providers; caller comfort in terms of progress indications when extraordinary wait times are inherent in the call scenario, for instance when trying to locate a cell phone; as well as, the ability to provide country specific ring back and other progress tones. This feature also facilitates the ability to set up conferences in the IP domain before call answer, for instance, in certain call recording scenarios or for automatic dialers' conferencing in agents.

**T.38 Fax Fallback:** SIP Trunks and SIP Extensions can now have the 'Fax Transport Support' configured to 'T38 Fallback' so that outgoing fax calls will use T38 fax but when the called destination doesn't support T.38 and rejects the call, a re-invite it sent for fax transport over G.711. Incoming audio calls that detect fax tones also initiate fax transport using T.38 Fallback. This enables IP Office to support additional deployments where T.38 fax may not be universally available.

**Enhanced CLIR:** Enable PAI and Privacy headers by default, and format 'From, PAI and Privacy'. This feature allows caller and calling party anonymity while still providing the necessary billing and traceability information (E911 services) to the network. This enhancement aligns the functionality with implementation guidelines outlined in the SIPconnect 1.1 Technical Recommendation.

**Display Directory Name on In-Bound SIP Trunk Calls:** IP Office Manager will now include a configuration option that will allow the selection of either the CLID or directory name as the default display for inbound calls. In previous IP Office releases only CLID display was supported over SIP trunks for incoming calls. This enhances IP Office user experience by providing the flexibility to select between personalizing the display with the personal or system directory name, and seeing the default CLID.

**Template Documentation:** The SIP trunk documentation covering the import of SIP trunk templates has been enhanced in R8. With the market growth of SIP trunk deployments in the SME segment, importing and using SIP trunk templates to reduce installation time and errors associated with programming, will become increasingly valuable to installers working with R8.

# IP Office Apple & Android Smartphone Clients



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With IP Office 8, one-X Mobile Preferred for IP Office delivers one-X Portal for IP Office features on Android and Apple iOS based phones. These features are enabled through purchase of the Mobile Worker or Power User licenses, and do require purchase of Preferred Edition. IP Office software will enforce the need for a Preferred Edition license to be present on the system for the Mobile Worker and Power User licenses to operate. The smartphone client applications, "one-X Mobile Preferred for IP Office," for Android and iPhone can be obtained from their respective app stores. The client applications are free of charge but do require that the IP Office on which they operate have Preferred Edition and the required number of Mobile Worker or Power User licenses.

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One-X Mobile Preferred for IP Office provides rich unified communications capabilities for mobile workforce and is designed to give mobile users quick access to various forms of communications and help users conduct normal business while on the move. The application relies on permanent data connection with the communications server and is designed to provide an "always-on" experience delivering asynchronous events of interest to the user as they arrive from the communications server. The application utilizes rich user interface available on the mobile platform and makes use of advanced capabilities and hardware commonly available on mobile devices including streaming audio for visual voicemail, speech recognition to issue audible commands and geo-location presence using on-board GPS.

IP Office supports a rich set of features for mobile workers. In previous releases, mobile twinning and mobile call control could be enabled for individual users through the Mobile Worker and Power User licenses. These licenses were offered with the intent that they would be added to a system running Preferred Edition. As described, with R8.0, the Essential Edition license will enable these features for all users on the system. The application provides unified communications capabilities with the following capabilities:



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- Presence and Instant Messaging with server-side buddy lists and server-managed user groups and client side IM history
- Visual voicemail with ability to play voicemail messages and ability to manage voicemail messages from the mobile application
- Rich conference controls with click-to-conference for users and groups, entry and exit notifications, ability to view and manage conference participants (mute/unmute/disconnect/isolate)
- Advanced user presence monitoring and reporting including geo-location presence and tracking, calendar and on-the-phone presence, following user's presence and availability
- Asynchronous voicemail deposit events with ability to listen and intercept voicemail deposits
- Ability to issue commands to the communications server including call, conference, set location, and view-missed calls, and listen/pickup
- Enterprise dialing, which is an ability to intercept calls made via standard phone dialer and turn them into enterprise calls (3rd party call control by the server)
- Ability to define dial plan rules to select which calls to intercept and ability to post-process the dialed numbers to normalize them to the enterprise dialing plan to make the intercept seamless
- Android home screen widget with summary of outstanding events asynchronously notifies mobile users about events of interest such as - outstanding IM messages, new deposited VM messages, conference participants entry/exits, VM deposit in progress

# IP Office SNMP

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SNMP is an industry standard designed to allow the management of data equipment from different vendors using a single Network Manager application. The Network Manager will periodically poll equipment to solicit a response, if no response is received an alarm is raised. In addition to responding to polls, IP Office monitors the state of its Extensions, Trunk cards, Expansion Modules and Media cards so that if an error is detected IP Office will notify the Network Manager. IP Office allows two separate Network Managers to be configured so that both a customers Network Manager and a Maintainers Network Manager to be notified of the same alarm condition. As the IP Office solution comprises many applications, the core software notifies SNMP events from both VoiceMail Pro and Embedded voicemail to warn of approaching storage capacity limits. IP Office has been tested against CastleRock's SNMPc-EE and HP's Network Node Manager (part of the OpenView application suite).

On customer sites where SNMP management is not available, IP Office can email events using up to 3 email addresses each containing a different set of alarms. The following system event categories can be chosen for email notification, if installed on the system:

- Generic
- Trunk lines
- Embedded Messaging Card
- VCM
- Expansion modules
- Applications
- License
- Phone change
- CSU Loop-Back



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IP Office sends email notifications directly to the email server; no additional PC client is needed.

# IP Office SoftConsole

IP Office SoftConsole is a PC-based Windows Operator Console for IP Office working with a desktop telephone. Commands and actions are available through menus. Some features can only be used under certain conditions - these features are grayed out until conditions change that allow the feature to be used.

Call details include:

- Calling Name & Number,
- Called Name & Number,
- Call Status,
- Call Duration
- Notes

IP Office SoftConsole has been designed to improve operator service by providing the operator with call information and available call actions to simplify call handling and give the appropriate response to the caller. With this easy-to-use software tool the operator can maintain visibility of the number and type of calls waiting and so ensure that clients are greeted in a professional manner. IP Office SoftConsole has many configurable options available to the operator to personalize the look and feel. The Operator can tailor the usability specifically to each of their personal preferences.

IP Office SoftConsole has a number of different panels that it uses to display information. Each of these panels are well-developed panes of information that include all the information that a busy receptionist would need to do their job properly. For further details, please contact us directly for a demonstration at out Customer Experience Centre. The panels include:

- Call Details Panel
- Directory Panel (includes conferencing)
- Queue Panel
- Held Calls Panel
- BLF Panel (Busy Lamp Field Panel)
- Park Slot Panel
- Call History Panel

## IP Office SoftConsole Configurability

IP Office SoftConsole has many configurable options available to the operator to customise the look and feel to their job requirements. The operator can tailor the usability specifically to each their personal preferences. The following configuration options are available:

- Incoming Calls - This tab enables the operator to manage the local SoftConsole directory by creating, editing and deleting entries from the selected directory. Also the operator is able to associate a script or media file with each specific entry.



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- Queue Mode - This tab enables the operator to configure the queue window with up to 8 hunt group queues, which will include a recall queue. Queues can be created, edited and deleted while also providing the operator with the additional benefit of positioning them in the queue window in order of operator preference. Management by exception is used to monitor queue status by enabling the operator to set up various alarm thresholds such as the Number of calls in queue and Longest waiting call time. A WAV media file can be associated with an alarm for further customization.
- Park Slots - This tab enables the operator to define which park slots are accessible on a system wide basis up to a maximum of 16. The operator is also able to assign which numbers are used to access each park slot and where the slot appears in the park slot panel.
- BLF Groups - This tab allows the operator to create and edit BLF groups.
- Door Entry - This tab allows the operator to configure up to two door entries.
- Directories - This tab enables the operator to choose access to the following directories: SoftConsole local directory, IP Office system directory and Microsoft Outlook contacts. Once chosen, the operator is able to map fields to directory entries.
- Conferencing - This tab allows the operator to set up the names of the two conference rooms. The names will appear on the telephone displays of users in the conference room (maximum of 10 characters).
- Keyboard Mapping - This tab allows the operator to assign keyboard short cut keys for SoftConsole functions.
- Keyboard Actions - This tab allows the operator to specify the default action when alphabetic or numeric characters are pressed.
- Alphabetic Keystrokes - Begin directory search or Open call annotation window
- Numeric Keystrokes - Begin directory search or Open pop-up dial pad
- Appearance - This tab allows the operator to change the appearance of SoftConsole fonts, skins and the call information window color.
- SoftConsole - This tab allows the operator to save the changes made to the configuration of SoftConsole either automatically or manually to a local configuration file on the PC.

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# IP Office Softphone

Usable both inside the office and at remote locations, IP Office Softphone is a PC-based telephony client allowing a user to make and receive phone calls right from his PC, equipped with e.g. a headset of speakerphone. In addition, IP Office Softphone supports end to end video between two softphone users on a IP Office network. Full voice access to the IP Office system is available wherever reliable access to the company network exists. This can be in meeting rooms, using a Voice ready Wi-Fi network, at a remote office site using the local Ethernet interface or at home or in a hotel-room, when connecting to the company network through a VPN (Virtual Private Network). IP Office Softphone offers standard calling functionality, like several call appearances, hold, transfer and access to a large number of IP Office features via dedicated feature keys. Access to IP Office directory is of course also available.

IP Office Softphone can be used as a standalone client (not requiring any additional server) or in combination with one-X Portal for IP Office. If used in combination with the one-X Portal application, the softphone delivers a centralized call log, synchronized with many IP Office telephones as well as a number of collaboration features like presence status indication and instant messaging. one-X Portal can be used with the standard deskphone while working in the office and switched to softphone when working remote. Details about IP Office Softphone can be obtained by arranging a demo with AVAYeRASA Voice & Data.



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# IP Office Speakerphone Dialing

IP Office Speakerphone Dialing is a feature present on IP Office digital and IP Office IP phones, and allows the user to make calls by just dialing the number on the keypad, without having to lift the handset or pressing a speaker button. Usually the call progress can be monitored using the speaker in the phone, on phones that support hands free the whole conversation can be had without having to lift the handset.

# IP Office Speed Dial

IP Office Speed Dials can be created using Short Codes for system wide or individual use. IP Office Short Codes are one of the most powerful facilities within IP Office. As well as being used by analog telephones to invoke terminal features, Short Codes allow for dialed number translation. For example, the creation of speed dial numbers, call baring and alternate carrier selection. Short Codes can be configured at user, System and Least Cost Route levels.

# IP Office Suspend

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IP Office Suspend and resume are only available on certain exchanges/Central Offices supporting this ISDN feature. When suspended the call is held at the local exchange freeing the ISDN channel for another call. Resume reconnects to the held call. Suspend Call Waiting is a compound feature that will hold a call and answer a waiting call.

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# IP Office System Status Application

The IP Office System Status Application (SSA) is a diagnostic tool for system managers and administrators to monitor and check the status of IP Office systems locally or remotely. IP Office SSA shows both the current state of an IP Office system and details of any problems that have occurred. The information reported is a combination of real-time events, historical events, status and configuration data to assist fault finding and diagnosis. SSA provides realtime status, historic utilization and alarm information for ports, modules and expansion cards on the system. IP Office SSA connects to all variants of IP Office running release 4.0, using an IP connection that can be remote or local. Modem connections at 14.4kbps or above are supported for remote diagnostics. IP Office SSA provides information on the following:

- Alarms SSA displays all alarms which are recorded within IP Office for each device in error. The number, date and time of the occurrence is recorded. The last 50 alarms are stored within IP Office to avoid need for local PC.
- Call Details Information on incoming and outgoing calls, including call length, call ID and routing information.
- Extensions



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- SSA details all extensions (including device type and port location) on the IP Office system. Information on the current status of a device is also displayed.

- Trunks
  - IP Office trunks and connections (VoIP, analog and digital) and their current status are displayed. For VoIP trunks, QoS information is also displayed (e.g. round trip delay, jitter and packet loss).
- System Resources
  - IP Office includes central resources that are utilized to perform various functions. Diagnosing these resources is often critical to the successful operation of the system. This includes details on resources for VCM, Voicemail and conferencing.
- QoS Monitoring
  - QoS Parameters from connected calls, such as jitter and roundtrip delay, are monitored.

IP Office SSA can be launched independently or from IP Office Manager and there can be up to two (2) SSA clients connected to an IP Office unit at one time. IP Office SSA is not a configuration tool for IP Office systems. For information on configuration, refer to IP Office Manager.

# IP Office TAPI Support

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TAPILink Lite provides the following functionality for TAPI 2.1:

lineAddToConference
lineAnswer
lineBlindtransfer
lineCompleteTransfer
lineConfigDialog
lineClose
lineDeallocateCall
lineDial
lineDrop
lineGetAddressCaps
lineGetAddressID
lineGetAddressStatus
lineGetAppPriority
lineGetCallInfo
lineGetCallStatus
lineGetDevCaps
lineGetID
lineGetLineDevStatus
lineHold
lineInitialiseEx
lineMakeCall
lineNegotiateTAPIVersion
lineOpen
linePark
lineRedirect



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lineRemoveFromConference
lineSetAppPriority
lineSetAppSpecific
lineSetCallPrivilege
lineSetStatusMessages
lineSetupTransfer
lineShutdown
lineSwapHold
lineUnhold
lineUnpark
lineSetCallData
lineDevSpecific
lineGenerateDigits
lineGenerateTone
lineMonitorDigits
lineMonitorTones

The following functions are supported using TAPI 3.0:

Answer
BlindTransfer
Connect
CreateCall
Disconnect
EnumerateAddresses
get_Address
get_AddressName
get_Call
get_CallInfoString

get_CallState
get_Cause
get_dialableAddress
get_Event
get_MediaTypes
get_ServiceProviderName
get_State
Hold

Initialize
ITAddress
ITBasicCallControl
ITCallHubEvent
ITCallInfo
ITCallInfoChangeEvent
ITCallNotificationEvent
ITCallStateEvent
ITMediaSupport

ITTAPI

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ParkDirect
Put_EventFilter
RegisterCallNotifications
SetCallInfoBuffer
Shutdown
SwapHold
Transfer
Unpark

TAPILink Lite can be used from C, C++ and Delphi. Visual Basic cannot directly use TAPI 2.1, but does support TAPI 3.0 without any third-party tools. TAPILink Lite provides detailed information on telephony events, including the ability to screen-pop based on CLI and/or DDI.

## IP Office TAPI Device Specific Data

Absent message id
Absent message set flag
Absent text
Call waiting on flag
Can intrude flag
Cannot be intruded upon flag
Do not disturb exception list
Do not disturb flag
Follow me number
Force login flag
Forward hunt group flag
Forward number
Forward on busy flag
Forward on busy number
Forward on no answer flag
Forward unconditional flag
Inside call sequence number
Login code flag
No answer timeout period
Number of groups that the user is
Number of groups that the user is a member of that are currently out of service
Number of groups that the user is a member of that are currently outside their time profile
Number of groups the user is a member of
Number of groups the user is currently disabled from
Number of unread voicemail messages
Number of voicemail messages
Outgoing call bar flag
Outside call sequence number
Phone's extension number
Ring back sequence number
System phone flag
User's extension number
User's priority
Users Locale
Voicemail email mode
Voicemail on flag
Voicemail ring-back flag

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Wrap up time period
X directory flag

# IP Office Telecommuter

Using IP Office Telecommuter mode, IP Office Phone Manager Pro allows the making and receiving of calls and the retrieving of voicemails from an external phone number as if they were in the office, with IP Office Phone Manager providing the call control. The typical scenario is the remote worker that occasionally works from home or from a hotel room. This feature also provides billing convenience and potential cost savings for remote workers and mobile work force as all the calls are established by IP Office: there is no need to check bills, nor to pay for expensive hotel calls.

# IP Office Teleworker

The IP Office Teleworker User Profile is targeted at users who are working from home (or elsewhere) with Internet connection to the office. They are provided with the ability to leverage the PSTN/ISDN via Telecommuter mode, without incurring any remote phone charges. Alternatively the new IP Office Softphone can be used if the quality of service of the local internet connection is adequate. The IP Office teleworker user license enables a user to use one-X Portal for IP Office and the IP Office Video Softphone. UMS functionality for voicemail/email integration is also enabled, providing synchronization with any IMAP e-mail client (this requires Preferred Edition).

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# IP Office Text To Speech (TTS)

In addition to providing a unified mailbox for voicemail messages, emails and fax message, IP Office VoiceMail Pro can also provide the ability to retrieve email messages through the telephone. When operating in INTUITY mode and with Power Users and/or Mobile Workers licensed these users will be presented with a list of both voicemail messages and email messages. The emails can then be read out over the telephone. When accessing messages through the telephone all new voicemail messages will be presented to the mailbox owner before any new email messages. When accessing an email message the system refers to the message as 'New message with text'.

Emails will be read based on the user language setting in IP Office, depending on the TTS engine capability. With no additional TTS engine installed IP Office VoiceMail Pro TTS will use the TTS engine installed with the Microsoft Windows operating system. There is an optional IP Office upgrade, IP Office Text To Speech, with which 22 languages are supported. With IP Office Text To Speech, when the user has email reading in their voicemail box, they will be able to record a voice reply to the email, and send it as a .WAV attachment to a reply email to the person who sent the email.

# IP Office Transferable Dial Out Privilege

Using IP Office transferable dial out privilege, a privileged user (Operator / Supervisor) can transfer an outside line (secondary dial tone) to a user that does not have those external privileges. This



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provides the company with control over external calls, and gives the ability to provide outside line access for restricted telephones. (e.g., those in public areas or conference rooms)

# IP Office Time Profiles

IP Office time profiles can be used to define when a service, hunt group, least cost route, conference bridge or a user's dial-in facility are operational. For example, an IP Office time profile can be used to route hunt group calls to a manned extension or voicemail outside of office hours, or be used to apply different Least Cost Routes at varying times of day to take advantage of cheaper call rates.

Using IP Office Time Profiles, multiple time entries can be created so that a profile can be used to define specific hours in the day e.g. 09:00-12:00 and 13:00-17:00. Outside of a Time Profile, voice calls would be re-routed according to the configuration but any currently connected calls at the time the Time Profile changes would not get cut off as the change only affects the routing. Data calls will get cut off as the time profile goes out of service but a new data call will start immediately if specified. IP Office time profiles can also be based on specific calendar dates to make allowance for public holidays or other events.

# IP Office Toggle Calls

Toggle Calls cycles round each call that the user has On Hold to their extension locally within the system, presenting them one at a time to the user. This does not include those Suspended at the Local Exchange or Central Office.

# IP Office Unconditional Forward to Voicemail

IP Office unconditional forward to voicemail is the ability to forward calls to IP Office voicemail, even when the user's voicemail is not activated. This IP Office feature allows a user who is familiar with the existing IP Office functionality of diverting all calls to a person or a group to follow the same pattern and divert all calls to an IP Office voicemail box instead.

# IP Office VCM Channels

IP Office VCM Channels are Voice Compression Modules, which enable use of IP phones on your IP Office system. Voice compression modules work on concurrent use basis. Features such as Channel compression module required for IP Trunking and IP extensions to IP403, IP406, and IP412 are included on Voice Compression Modules. The IP Office Voice Compression Module supports 5, 10, 20 or 30 simultaneous voice over IP sessions. These can be used for either providing networking between sites over a wide area network or supporting IP Telephones and Soft phones. An IP extension only uses the compression module whilst on a call to a non-IP extension/line. Hence, it is possible to support more extensions than the capacity of the VCM.



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# IP Office Video Phones

IP Office since release 6.1 supports both Video and Audio communication for SIP devices. It is therefore possible to connect a Video-endpoint to IP Office for rich multimedia communication. Video is supported

- In an IP Office system locally
- In a IP Office small Community network
- To a Video ready SIP trunk, e.g. to Avaya Aura

A few typical video scenarios:

- End to end Video call in an IP Office system: E.g. a call from a Video Softphone to an Avaya 1010 system in a senior manager's office.
- Video in a Small Community Network: Calls e.g. between two Avaya 1010 telephones in the headquarter and a remote Office on the SCN
- Video Conference leveraging the Avaya 1040 Video Conferencing system. One user can use the 1040 while three other users are e.g. in remote locations on a SCN, home office etc.

## IP Office & Video

All IP Office Video communication is end to end, meaning that IP Office does not natively manage or perform a Video conferencing. Video endpoints can make calls to all telephones and trunk lines on IP Office (analog, digital IP) but will work as audio devices only when calling these telephones. They can also receive audio calls from these telephones/lines. Video needs a high bandwidth in the network, depending on codec/Video quality it can be up to 1 Mbit/sec. Through planning of the capacity it has to be assured that there is sufficient bandwidth available for both audio and video. A network assessment is mandatory and has to take the bandwidth requirements into account. Please refer to the details of the product(s) to be used for exact Video requirements.

All IP Office video connections being secure end to end, IP Office does not negotiate e.g. Video Codes; this will be done by the Video endpoints (via IP Office) only. The Video-capability is therefore depending on the used devices. IP Office works with both H.263 as well as H.264 Codecs. Video calls have limited functionality. While with most devices hold and transfer works, this is of course depended on the tested device. IP Office feature access codes are available for Video telephones and e.g. call forwarding will function with Video devices. Forward to voice mail will work but will only record audio streams, no Video calls.

IP Office video supports a single Video call per session, but a single endpoint can accept several video calls in parallel. That makes it possible to leverage MCU (Multi conference Unit) functionality in an endpoint like inside the Avaya 1040 system. It makes Video conferences between a device with MCU and several other endpoints possible. Typical bandwidth requirements for HD video: Video bandwidth needed per call (transmit and receive, Audio bandwidth not included) for e.g. the Avaya 1010/1040 Video Conferencing systems.

- 1010: 1 Mbps for 720p/30fps
- 1040:



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- 768 Kbps for 720p 30fps
- 1.1 Mbps for 720p 60fps
- 1.7 Mbps for 1080p 30fps

# IP Office Video Softphone

With Release 6 IP Office introduced a new IP Office video softphone application as part of the Teleworker and Power User editions. With Release 7 a number of new features were added to IP Office video softphone:

- Busy Lamp Field allowing to see telephone status of colleagues including pickup of alerting calls
- HD Video support, delivering high quality Video conferences between Softphone users as well as with other supported Video endpoints.

IP Office Video Softphone is a telephony client that supports standard telephony features on a PC running supported Microsoft operating systems including new Microsoft Windows 7. IP Office video softphone supports various audio options including support of wireless headsets with full hook-switch. IP Office Video Softphone is part of the Teleworker and the Power user package. An applicable Teleworker/ Power User license for the user of the Softphone is required; however IP Office video softphone does not require any additional license, e.g. no (Avaya) IP-station license.

IP Office Video Softphone can run in two different operating modes:

## IP Office Video Softphone Client Mode

IP Office video softphone provides its own user interface, similar to a standard IP Office telephone for making calls, transferring calls, multiple call appearances or making conference calls. A programmable feature button list allows one-touch access to standard IP Office features. This is the preferred usage scenario for customers not running other IP Office productivity applications such as IP Office One-X portal. It is also the preferred operation mode for users who want to smoothly migrate from their desktop phone or who use IP Office video softphone only occasionally and prefer a phone-centric user-interface, with optional dial pad and standard phone feature keys. The user interface is flexible, allowing adjustment for personal preferences with detachable specific windows like the directory and call log window. IP Office video softphone can also be configured to be minimized to the system tray when not in use to smaller or larger configurations to save desk-space.

## IP Office Video Softphone Application Mode

In IP Office video softphone application mode, IP Office video softphone runs in the background and standard call control is accomplished through productivity applications, such as one-X Portal for IP Office that is part of the IP Office One-X Portal user profiles. If run with IP Office One-X portal it provides the following:

- Consistent user interface when using IP Office One-X Portal with a desktop phone, in telecommuter mode or in combination with IP Office Video Softphone.



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- Offline call log with updates even when IP Office Video Softphone is not logged in
- Additional features of IP Office One-X Portal e.g. presence and instant messaging.

### IP Office R8 Video Softphone Enhancements

IP Office 8.0 includes a new and enhanced version of the Avaya Video Softphone. Following enhancements are included:

- The softphone now supports XMPP based IM and Presence.
- Locally hosted video conferencing is now included. Up to 6-way video conference bridge can now be setup using the softphone
- Busy Beep - an audible beep is now presented to the user while a call is in progress and another incoming call appears on the phone.
- The G.722 Codec is included in the softphone.
- Support for Apple Macintosh PCs is now included. Unlike MS Windows version of the softphone, the Mac version will only support English.

# IP Office Voicemail Pro

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IP Office VoiceMail Pro is enabled by the IP Office Preferred Edition and is the most advanced messaging and call flow application for IP Office systems. It can handle up to 40 simultaneous calls depending on license and system settings.

Each user has the option of turning their voicemail on or off. When on, the system automatically answers their telephone when they are not available to take a call, plays a personal greeting, and records a message. When a message has been left, the user will see a message-waiting lamp lit on their telephone and can press a retrieval button to collect their messages. VoiceMail Pro can also ring the user to deliver any new messages. Voicemail messages are time and date stamped and the caller's number recorded. VoiceMail Pro can be configured to delete read messages automatically, unless the user chooses to save the message permanently.

Voicemails can be collected remotely by dialing into the VoiceMail Pro server. If the number the user is dialing from is recognized (home number or mobile/cell phone for example), the user will listen to their voicemail straight away. If the source number is not recognized, the user will be prompted for a mailbox number and a PIN code for that mailbox, before they can listen to their voicemail. Users have the ability to set and change their own PIN codes. When a voicemail needs to be forwarded to other users, VoiceMail Pro provides many options:

- Voicemails can be forwarded to another mailbox, or group of mailboxes
- Recipients can add their comments to the voicemail before forwarding to another mailbox or mailboxes.
- Voicemails can be forwarded as email WAV attachments.

All options are available in a choice of languages; both spoken voice prompts and graphical programming interfaces and have the choice of IP Office TUI and INTUITY emulation TUI.



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## IP Office Voicemail Pro Features

- Personal voice mailbox for users and hunt groups.
- Personal Numbering (follow me).
- Extended personal greetings to customise the information presented to a caller based upon the availability of a user.
- Unified Messaging (UMS) offers voice mail - email synchronisation between the VoiceMail Pro server and the email client.
- UMS Web Access allows access to voice mails via a web interface from an internet browser.
- UMS integration of VoiceMail Pro with Microsoft Exchange 2007 Server for full message synchronization.
- Enables mobile messaging integration (e.g., Blackberry) when used with Exchange 2007 server integration.
- Forwarding of voicemail messages to email systems via SMTP.
- VoiceMail Pro client, a graphical user interface for programming and configuring applications both locally and remotely.
- Data base access via Interactive Voice Response (IVR) for individual business requirements.
- Audiotex and Auto Attendant services (including dial by name).
- Sophisticated queue announcement facilities.
- Access and control of voicemail via the digital or IP phone display (Visual Voice).
- 22 supported prompt languages: Chinese (Mandarin), Danish, Dutch, English (UK), English (US), Finnish, French (France), French (Canadian), German, Greek, Hungarian, Japanese, Italian, Korean, Norwegian, Polish, Portuguese (European), Portuguese (Brazilian), Russian, Spanish (Castilian), Spanish (Latin American), Swedish.
- Conditions (e.g. test if 'out of hours').
- Broadcast group messages.
- Automatic and on demand call recording with an option for ContactStore search and replay of saved messages.
- Tampering Detection / Verified Call Recording
- Voice forms/questionnaire mailboxes (Campaign Manager).
- Personal distribution lists.
- Tag information retrieved from a database to a call and delivers it with the call to an agent.
- Visual Basic (VB) Script support to allow the configuration of the voicemail system through VB scripts rather than VoiceMail Pro call flows.
- Text-to-Speech facilities to allow emails to be read out over the telephone and/or for database information to be read to a caller in 14 languages.
- Housekeeping facilities for the management of messages.
- Automatic detection and routing of fax calls within Auto Attendants and within a subscriber's voicemail box.
- Support for a range of the INTUITY telephone user interface features in INTUITY emulation mode.
- Recording of system prompts through the telephone handset or using multimedia facilities on a PC.
- Speaking clock.
- Support for TTY hearing impaired text phone.
- Centralized VoiceMail within a multi-site IP Office environment.
- Networked Messaging with other Avaya voicemail systems.
- Capacity of up to 40 ports for a single-site system.

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- Voicemail channels between VoiceMail Pro and the IP Office can be reserved for business critical functions or left unreserved for any function.
- Improved voice recording, including recording of calls made over IP telephones (calls using direct media has to be routed through IP Office); automatic call recording triggered by incoming call routes; pausing recording when call is parked or placed on hold.
- User start points in VoiceMail Pro include queued options.

There are also less obvious features, but very useful:

- Whisper Announce - prompts callers for information (usually their name) which is recorded and passed on to the user's extension on answer, allowing them to choose to accept the call or not. This is particularly useful on "CLI/ANI withheld" numbers - usually calls from telesales companies where somebody is trying to sell you something. VoiceMail Pro will not intrude onto busy extensions.
- Assisted Transfer allows transfer of a call to a destination, but allows the call to return to VoiceMail Pro automatically for other options should the called party be engaged, or not answer within a predetermined time.
- Conditional routing of calls. Conditions are constructed from a set of basic elements. These elements can be combined within a single condition to create complex rules. For example, the Week Planner can be used to define the company's standard working hours, and then combined with the calendar to define exception days such as public holidays / vacation.
- Call modules. Modules allow you to create sequences of actions that you want to share between a number of different call routing scenarios - like a "macro" in PC applications. These modules can be used to create a library of vertical voicemail applications or just easy dissemination to other IP Office voicemail sites, thanks to its import and export functionality.
- Activation of the external relays on the IP Office system. For example, remotely checking the status of the office meeting and then turning it on from your mobile/cell phone on your drive in to work.

## IP Office VoiceMail Pro Call Flows

At the heart of IP Office VoiceMail Pro is the ability to construct call flows from a series of different building blocks. These building blocks allow automation over tasks like answer a call, listen for tone-dialed digits, make a call etc. IP Office VoiceMail Pro call flows allow far more than just guiding a user to the group or extension they require. Call flows allow IP Office VoiceMail Pro to dial back users as soon as a voicemail message is left for them, it provides remote access to phone forwarding settings should a user wish to change their Forwarding or Follow Me number from an external telephone. IP Office VoiceMail Pro provides message handling for individuals or groups, audio information to callers so assisting the operator during periods of heavy call activity and links to business applications through services such as Text-to-Speech. IP Office VoiceMail Pro also provides a full telephony applications environment where call flows can be set up and interact in real time with business workflow - callers can interact via menus and data entry and VoiceMail Pro applications can speak back results. For example, users can listen to their email messages through the telephone.



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## IP Office VoiceMail Pro Email Integration

Integration with email systems is provided by the VoiceMail Pro Unified Messaging Service (UMS) which is delivered to eligible users as part of the Office Worker, Teleworker or Power User license. It enables IP Office VoiceMail Pro to interact with email systems to provide a synchronization of voicemails and their status (new/unread, read, deleted, saved) between all user devices like desk telephones, mobile cell telephones, the UMS web interface, Avaya one-X Portal for IP Office, the email client and other devices that are synchronized with the user's email account. This will work for email clients that use the IMAP4 protocol (like MS Outlook, Lotus Notes, Mozilla Thunderbird, and many others).

## IP Office VoiceMail Pro and Exchange Server 2007, 2010

The advanced collaboration between IP Office VoiceMail Pro and Microsoft Exchange Server 2007/2010 offers voicemail storage into the Exchange message store. This is the single point of storage for all email and voicemail messages and therefore the single source for all message status information. When a voicemail should be collected using a desk phone connected to the IP Office, IP Office VoiceMail Pro will retrieve it directly from the Exchange message store. IP Office VoiceMail Pro sends the voicemails not just as emails with a .WAV attachment but as a message formatted as 'voicemail' so that Exchange can handle them differently from emails. If Microsoft Exchange Server 2007/2010 working with a mobility solution server (e.g., a Blackberry Enterprise Server) are used to push emails to mobile devices (Blackberry or similar), IP Office VoiceMail Pro will also integrate and deliver voicemails via the Exchange Server to the mobility solution. The mobile device will then be able to present voicemails on the visual voicemail interface (instead of presenting them as emails with an attachment).

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## IP Office VoiceMail Pro in a Small Community Network (SCN)

A single PC based IP Office VoiceMail Pro server can provide voicemail services to multiple IP Office systems in a Small Community Network over the LAN, WAN or a Frame Relay network. This is referred to as 'Centralised Voicemail' and can reduce costs, while facilitating communication between IP Office sites. For resilience, should the main site fail, the centralised voicemail will automatically reconnect to an alternative IP Office site. For IP Office voicemail pro connections from remote IP Office users in a SCN no multi-site channels are needed.

# IP Office Voicemail Pro Call Recording

IP Office Preferred Edition and IP Office VoiceMail Pro offer call recording services that allow the automatic or manual recording of calls for a variety of applications, such as for training purposes or to monitor abusive callers. As standard, recordings can be directed to the called extension's voicemail box or to any other mailbox for later retrieval. Alternatively, recordings can be stored in a central database for retrieval through a Web based browser by using ContactStore for IP Office.

An option allows to detect a tamper/ verified recording to avoid any abuse of recordings. This is available for recordings in a voicemail box and in the central database of contact store as well. The system administrator can select whether all calls are required to be automatically recorded or just a selection of calls. Alternatively, calls can be manually selected for recording. If for any reasons



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resources are not available then a recording may not be taken (for example all voicemail ports are busy).

IP Office VoiceMail Pro provides a number of methods for triggering the recording of a call. Most of the settings and controls for automatic voice recording are accessed through the IP Office Manager application. The proportion of incoming and/or outgoing calls that should be recorded and the time-period during which Voice Recording should operate can be selected.

- User Recording
    - The calls to and/or from a particular user can be automatically recorded. By default the recordings are placed in the user's mailbox. The configuration could be set whether on external calls only (default) or on external and internal calls.
- Hunt Group Recording
    - The calls to a particular hunt group can be automatically recorded. By default the recordings are placed in the hunt group's mailbox, but there is the ability to select a target mailbox made for or on behalf of a subscriber. The configuration could be set whether on external calls only (default) or on external and internal calls.
- Account Code Recording
    - An account code can be applied to a call by the user before it is made. This can be used to trigger recording of outgoing calls.
- Caller ID Recording
    - Account codes can be assigned to a call by Caller ID matching. This allows recording to be based on a Caller ID match.
- Time Profiles
    - For each user, hunt group and/or account code, an IP Office time profile can be used to determine when auto-recording is used.
- Incoming Call Routes
    - Incoming Call Routes can trigger automatic call recording.

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Using IP Office VoiceMail Pro call recording, it is perfectly possible for several recordings to be made of the same call. For example, if both automatic hunt group recording and automatic user recording are applicable to the same call, separate recordings are produced for both the hunt group and the user. Recording only continues while the party triggering the recording is part of the call, for example:

- Recording triggered by a user stops when that call is transferred to another user.
- Recording triggered by a hunt group continues if the call is transferred to another member of the same group.
- Recordings triggered by an incoming call route last until the call is cleared from the system.

# IP Office Voicemail Pro Resilience & Backup

Customer service with uninterrupted access to the business is clearly essential, for customers who want to place orders, for partners who want to negotiate an important contract and for employees



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who need access to their important messages etc. A failure can be very expensive for a business and there are a number of reasons why a failure can happen: power outage, lost network connection, cable cuts, hardware failure, and so on. But loss of money and reputation does not necessarily have to follow such a failure. The IP Office Resilience and Backup functionalities are supported by IP Office Voicemail Pro. An IP Office Voicemail Pro server, connected to a Primary IP Office, can automatically re-connect to a Backup IP Office if the connection between the two IP Office systems gets lost. This covers the failure of an IP Office or the connection between them. A Preferred Edition license is required on the backup IP Office system for this scenario.

Introduced with Release 6, a Backup IP Office Voicemail Pro server offers additional comprehensive functionalities to keep the business communication up and running. A IP Office Voicemail Pro server can be added to an IP Office / VoiceMail Pro system to take over the voicemail functions in the case of a failure at the primary IP Office Voicemail Pro system. The Backup IP Office Voicemail Pro server can act in various manners:

- One IP Office, one Primary IP Office Voicemail Pro server, and one Backup IP Office Voicemail Pro server, where the backup is either at the same location as the IP Office / VoiceMail Pro or at an external site
- A Primary IP Office with a Primary IP Office Voicemail Pro server and a Backup IP Office with a Backup IP Office Voicemail Pro server at a second location:
    - The Primary VoiceMail Pro will establish a link to the Backup VoiceMail Pro and keep the greetings and configuration setting changes synchronized with the Primary VoiceMail Pro. Messages and message states are not synchronized between the Primary and the Backup VoiceMail Pro to avoid network overload. Ideally the Backup VoiceMail Pro server is a mirror system of the Primary VoiceMail Pro server with all its capabilities, like the number of ports, licensed features, and hardware. All required functions have to be licensed through IP Office Preferred Edition and supported by adequate hardware (e.g. to ensure server performance and sufficient IP Office trunk lines). The 2 hour run-time of a VoiceMail Pro server without licenses does not apply to a backup scenario. The Backup VoiceMail Pro server can have limited functionalities (e.g. fewer number of ports) if it is acceptable to have limited capabilities for a limited period until the re-connection of the main server.
- A Multi Site Network with a Centralised IP Office Voicemail Pro server connected to an IP Office at one site and a networked IP Office with a Backup IP Office Voicemail Pro server. There might also be additional IP Office and Distributed VoiceMail systems within that Multi Site Network.

## IP Office Voicemail Pro Distributed Messaging

One Centralized IP Office Voicemail Pro server is supported in a SCN of multiple IP Office systems with IP Office / VoiceMail Pro release 5 and earlier. IP Office R6 allows multiple Distributed IP Office Voicemail Pro servers to be placed at selected or all of the IP Office nodes. Into one Multi Site Network there can be one Centralized IP Office Voicemail Pro, one Backup IP Office Voicemail Pro (as a backup for the Centralized IP Office Voicemail Pro), and up to 30 Distributed IP Office Voicemail Pro (theoretical value). The Centralized IP Office Voicemail Pro server will keep its role as the main voicemail server. It provides the media store for voicemails left on the system, as well as the media services required on the Multi Site Network to IP Offices not supported by a local IP Office Voicemail Pro server.



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IP Office Voicemail Pro & Email

As standard, VoiceMail Pro allows for a simple voicemail alert where the entire voicemail is forwarded (copied) as a .WAV attachment to any MAPI or SMTP compliant email application (Microsoft Outlook, Exchange, Lotus Notes, etc.). Forwarding allows emails and voicemail messages to be unified and collected from a single source. This simple alert option that forwards only the caller's number in the subject of the email is ideal for use with commercial Short Message Systems (SMS). This information can be forwarded to the display of a mobile/cell phone when the user is away from the desk. The email notification, forwarding and copying, can be done for all voice messages and can be activated remotely.

Email applications such as Outlook which support IMAP can connect to an IMAP server integrated with the VoiceMail Pro server. VoiceMail Pro will deliver new voicemail messages by using the voicemail to email capability. New voicemails arrive as emails with a .WAV attachment and the user can handle them like any other email. If a voicemail has been listened to, its status will change to "read", independent of the device that has been used to access the voicemail. If the user deletes it, it will be deleted everywhere. Users that have UMS access enabled just need to add an additional email account to their email client to be able to use the unified messaging features. No additional client software installation is required. The instructions how to add this account and configure the web address for the VoiceMail Pro Web Access can be provided by an administrator by email without the need for system administration or external support.

IP Office Voicemail Pro & UMS Web Access

The second interface UMS offers to the users is a web interface allowing voicemail access via a web browser, such as Internet Explorer or Mozilla Firefox, with the ability to listen to targeted voicemails by using either the PC's multimedia equipment or the desk phone. UMS Web Access requires the VoiceMail Pro installation to be on a server with IIS pre-installed. In addition, the VoiceMail Pro UMS Web Access option must be selected during installation.

# IP Office Voicemail To Email

Every IP Office phone system bundle sold by AVAYeRASA Voice & Data has IP Office Voicemail To Email alerts included: both embedded voicemail and voicemail pro. IP Office Voicemail To Email is a handy feature for salesmen etc on the road, and works very much as the title suggests. IP Office Voicemail To Email has three options in terms of how it works:

- Forward Voicemail to email: The IP Office user receives an email with the voicemail attachment. The original voicemail remains on the server
- Move Voicemail to email: An email is sent with the voicemail as attachment, and the original voicemail is deleted from the server
- Email alert: An alert alert is sent to the IP Office user, without any attachment. Attachment stays on the server.

Little touches such as these set the AVAYeRASA IP Office phone system bundles apart from the rest.



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# IP Office VoIP

Technological innovation is changing the way we communicate. This time it is coming in the form of changing the way telephone calls are transmitted. It brings with it several new capabilities that change the meaning of the phrase telephone call through the use of Voice over Internet Protocol (VoIP). Basically, VoIP means "voice transmitted over a packet data network." VoIP is often referred to as IP Telephony because it uses the IP protocols to make possible enhanced voice communications throughout the world, wherever IP connections have been delivered. IP Telephony unites a company's many locations- including mobile workers- into a single converged communications network. Telephony calls using VoIP go above and beyond what's been possible in the past. When it comes to placing telephone calls, VoIP provides a range of support services and features unequalled in the world of telephony, but above all deliver them at low cost.

## How Does VoIP Work?

Voice over Internet Protocol means basically what the acronym states: Voice travels over an Internet Protocol. Internet Protocol refers to the type of rules that the network uses to send and receive signals. IP Telephony works by converting voice communications into data packets. Conveniently, it runs on the popular Ethernet LAN (local area network) technology, which currently supports over 96 percent of the worlds companies' LANs.

## Circuit-switched or Time-Division Multiplexed Telephony

Before digital networking with the Internet took off, everyone had to use the "Plain Old Telephone Services" (POTS). These run over a network called the Public Switched Telephone Network (PSTN). The PSTN has been around since the telephone was invented in either analog or digital form using circuit switched technology where the telephone call gets exclusive bi-directional use of a wire or circuit while the call is in progress. Because the circuit is exclusive to each conversation, PSTN and private branch exchanges (PBXs) must be sized to cope with peak demand and have enough circuits available for all expected conversations. This is not a flexible approach and results in a lot of infrastructure investment that the telephone companies need to recoup, via the cost of access charges and calls. The Internet has changed this where data services have driven down access charges and allowed voice to "travel for free" over a multipurpose data network.

## Packet-Switched Telephony

Unlike circuit-switched connections, which always require use of dedicated bi-directional circuit for the duration of a call, VoIP technology has enabled telephony and other new and novel features and services to run over fixed and wireless networks including private local area networks. These newer network types use packet-switched protocols. Packet-switched VoIP puts voice signals into packets. Along with the voice signals, VoIP packets include both the sender's and receiver's network addresses. VoIP packets can traverse any VoIP-compatible network. Along the way, they can choose alternate, shared paths because the destination address is included in the packet. The routing of the packets is not dependent on any particular network route which means the network provides can provide a reliable service at a fraction of the cost of circuit switched providers.



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## What Advantage Does IP Office Have?

IP Office can provide support of PSTN, SIP, POTs, digital time division multiplexed telephones AND digital IP telephones all on the same system. This means you don't have to abandon the past to embrace the future, IP Office allows all the technologies to co-exist. IP Office connects to the PSTN and to IP trunks (the VoIP equivalent) so providing a "Hybrid" PBX function - where both legacy and future technologies can be used together to minimize operating costs and offer optimize business communications through both voice and data. IP Office has digital telephones built on both TDM and IP technology that provide the same user interface offering a flexible choice of solution that can mix, for example TDM telephones in the office and IP telephones at a remote site of at home. With the choice of IP telephones including real and virtual (software) telephones, IP Office can take communications to a new level.

Buying IP Office allows you choice - you can use the pure POTs or the pure VoIP capabilities of IP Office, or use both at the same time to allow seamless technology transition of your business without the disruption of having to choose between them now.

## IP Office Turns VoIP into IP Telephony

In order to make use of VoIP, IP Office uses signaling protocols called H.323 , and Session Initiation Protocol (SIP) which allow IP Office to establish end-to-end connections for the voice path through the IP network. It ensures each end of the connection is able to transmit and receive voice and provides the network addressing for end to end packet transmission. IP Office also allows for connecting between the different technologies by translating the signals they use, for example an analog telephone may wish to connect to a VoIP destination. This requires both the signaling and voice transmission to be translated. IP Office does this easily as it contains technology elements called gateways and gatekeepers that enable translations to happen. With a conventional telephone system you plug your analog or digital TDM telephone into an extension socket connected to your PBX or Key System. With IP Telephony you connect your digital IP telephone to your IP PBX via the LAN. There are two basic types of IP telephones:

- A physical telephone, which looks very similar to a standard telephone (IP Hard Phone)
- A software application (IP Office Video Softphone) which runs on the user's PC, allowing them to use either a headset/microphone to make/receive calls anywhere they have IP connection

IP telephony has the advantage of allowing extensions to be deployed both locally and remotely through the use of IP routing and IP VPN services. When making use of IP telephony, there are a number of data centric considerations such as which data types have priority on the IP network when there is contention. This is set with IP/TCP "quality of service" and should not be ignored. In situations where LAN Bandwidth is limited, a quality of service capable LAN switch should be used to ensure voice packets are transmitted with the required priority on the network. If not, the conversation carried over IP appears as broken up (due to delays) or has unacceptable delays introduced in the conversation (latency and jitter).

## IP Office Protocol Support

IP Office supports the following protocols and standards:



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- H.323 V2 (1998), Packet-based multimedia communications systems.
- Q.931, ISDN user-network interface layer 3 specification for basic call control.
- H.225.0 (1998), Call signaling protocols and media stream packetization for packet-based multimedia communication systems.
- H.245 (1998), Control protocol for multimedia communication.
- Session Initiation Protocol.
- Audio CODECs:
- G.711 A-law/U-law (64K).
- G.723.1 MP-MLQ (6.3K).
- G.729 Annex A, Annex B, Annex AB
- CS-ACELP.
- Silence Suppression.
- Fax Relay (IP Office to IP Office Fax Transport over IP).
- T.38 Fax support (SIP trunks and SIP endpoints).
- Local End Echo Cancellation 25ms.
- Out of band DTMF.
- Jitter buffer, 5 frames of jitter buffer.
- Internet Standards/Specification (in addition to TCP/UDP/IP).
- RFC 1889 - RTP/RTCP, Real Time and Real Time Control Protocol.
- RFC 2507, 2508, 2509 - Header Compression.
- RFC 2474 - DiffServ, Type of Service field configurable.
- RFC 1990 - PPP Fragmentation.
- RFC 1490 - Encapsulation for Frame Relay.
- RFC 2686 - Multiclass Extensions to Multilink PPP.
- RFC 3261 - Session Initiation Protocol (SIP).
- RFC 3489 - STUN.

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# IP Office Visual Voice

IP Office Visual Voice provides interface to voicemail through handset display and buttons e.g. Listen, Save, Delete, Fast Forward. It provides users with quick access to voicemails and commonly used messaging features.

IP Office users can access and control voice messages via the display on Digital or IP phones. IP Office Visual Voice requires Preferred Edition or Essential Edition, and can only be used with large display LCD sets only from the 1400, 1600, 2400, 5400, 4600, 5600, 9600 and T3 series. (1403, 1603, 1603SW, 2402, 5402, 4601, 4602SW, 5601, 5602SW do not support Visual Voice). The fixed message button on certain phones can be configured to invoke visual voice (this is the default setting for new configurations). This configurable option frees the button programming required currently for Visual Voice. Features supported are:

- access new/old/saved messages for personal and hunt group mailboxes.
- next and previous message.
- fast forward and rewind.
- pause message.
- save, delete and copy message to other users of the system.
- change default greeting.
- change password.
- change email settings (Preferred Edition only).



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# IP Office Web Manager

IP Office Web Manager is a browser based management tool released with IP Office R8 designed to simplify the installation and maintenance process by providing an intuitive and user-friendly management tool that runs on most standard browsers. The new IP Office Web Manager eliminates the need to have windows operating system as it can run on any device that supports standard browsers. IP Office Web Manager is designed for the new IP Office Basic Edition also in introduced in R8 (2011).

## IP Office Web Manager Menu Driven Configuration

The IP Office Web Manager has a newly designed menu that enhances the navigation. The tool is designed to configure tasks or features v/s parameters. The following menus are supported with the IP Office Web Manager:

## IP Office Web Manager Home

A new concept of a homepage or dashboard lets the administrator see a full system view in a graphical way. This, a very logical view of the system, includes port status LED lights. Following are the system LED status indicators.

- Green color - Port is connected and correctly configured.
- Red - Port is connected but is either not correctly configured or is down.
- Grey - Port is not connected and is available.

Mouse over the LED displays a pop-up with the configured user with name and extension number. The particular user configuration can be edited directly by clicking on the pop-up. A critical message bar displays any critical alarms. Upon clicking on the message, the administrator will be taken directly to the relevant configuration page for any debugging. The three system status indicators on the right display the installed HW, System information and configured features. The four feature information tabs display detailed configuration status on voicemail, hunt group, users and auto attendant. The user configuration is extracted and available as a separate tab item because it is one of the most used feature day1 during initial system configuration as well as day2 for adds, moves and changes.

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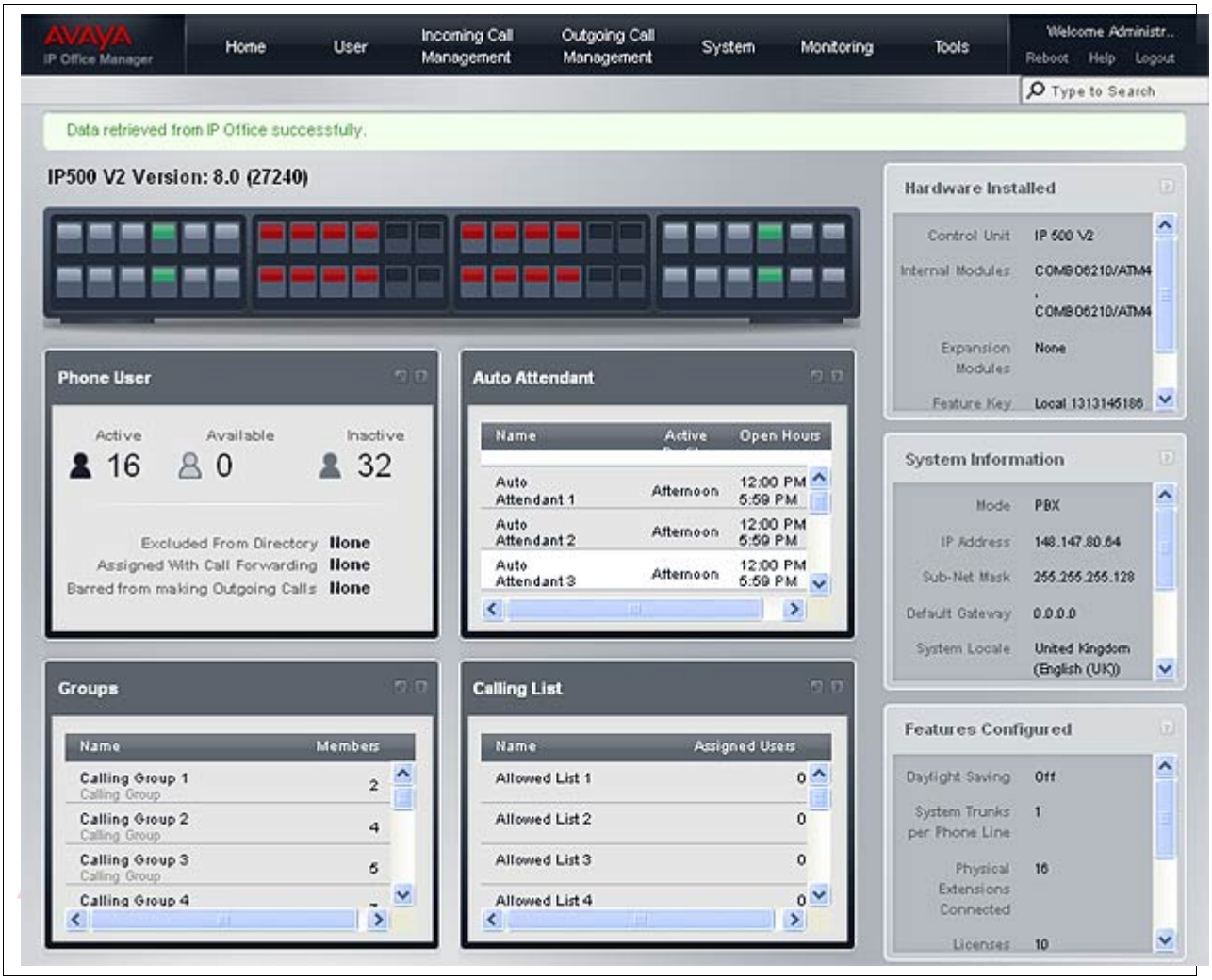


## IP Office Web Manager Role Based Administration

IP Office Web Manager supports role based administration. Super user logs on to the system using system default username and password. The Super User can then add more administrators with different read/write privileges.

## IP Office Web Manager Import & Export

Many features within the new IP Office Web Manager support import and export capabilities using.csv and .xml. This lets the administrator prepare the information before hand (i.e. ask the customer to provide an excel sheet with user names, extensions and features) and simply import to complete the system configuration.



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IP Office Web Manager Help

The IP Office Web Manager provides intuitive help. There is pop-up help when the user tries to configure a non-supported configuration. Also if a parameter value is not valid, the configuration window becomes red and the Save button is automatically grayed out prevents invalid configurations from getting saved. Quick Inline editing also helps configure/change settings easily.

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